SafeCom Go Ricoh

Administrator's Manual

D60703-17
April 2012

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Patent: SafeCom has received the following British patent GB 2350 713 B, US patent US 6,952,780 B2 and Europe patent EUR EP1 120 701.

Feedback: If you have any feedback or ideas concerning this manual or the SafeCom product, then please send an e-mail to feedback@safecom.eu

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1 Introduction

1.1 SafeCom Go Ricoh

SafeCom Go Ricoh is the internal solution for Ricoh MFPs. It integrates with the touch-screen control panel of the Ricoh MFP and offers user authentication by code and/or card. The Ricoh MFPs are also supported when sold under the Gestetner, Lanier, Nashuatec, Rex-Rotary and Savin brands.

SafeCom Go Ricoh works together the SafeCom G3 Server software and is designed to help companies and organizations gain control over their printing costs and document security. The SafeCom solution can be enhanced with add-on modules to build customer specific and scalable solutions.

1.2 Requirements

- SafeCom Go Ricoh supports all MFPs in **Table 1** and printers in **Table 2** with the listed JVM version and installed Java VM Card.
- SafeCom device license.
- MFP must be connected to the network.
- If users are to be identified by card a SafeCom ID Device needs to be installed at the MFP.

Note: *During printing activity it is not possible to scan or copy.*

Table 1 SafeCom Go Ricoh supported Ricoh MFPs

MFP		SafeCom Go	VM Card Type	JVM version
MP 4002, MP 5002, MP C3002, MP C3502, MP C4502, MP C5502		210xxx	-	10.01
MP 2352SP, MP 2852SP, MP 3352SP MP C300, MP C400, MP C2051, MP C2551, MP C3001SP, MP C3501SP, MP C4501SP, MP C5501SP, MP C6501SP, MP C7501SP, SP 5200S, SP 5210SF		147xxx	-	7.15
MP 2852, MP 3352		147xxx	N	7.15
MP 171, MP 201F, MP 201SPF		120xxx	L	6.07
MP 6001, MP 7001, MP 8001, MP 9001, Pro 907EX, Pro 1107EX, Pro 1357EX		100xxx	J	5.04
MP 2851, MP 3351, MP 4001, MP 5001		090xxx	-	4.17
MP C2050, MP C2550, MP C2800, MP C3300, MP C4000, MP C5000		090xxx	I	4.17
MP 2550, MP 3350, MP 4000, MP 5000, MP C6000, MP C7500		060xxx	F	4.17
MP 1100, MP 1350, MP 5500, MP 6000, MP 6500, MP 7000, MP 7500, MP 8000, MP 9000, MP C2000, MP C2500, MP C3000, MP C3500, MP C4500, Pro906EX, Pro1106EX, Pro1356E		030xxx	C	2.12
MP 2510, MP 3010, MP 3500, MP 4500 2051 (DSm651), 2060 (DSm660), 2075 (DSm675), 3025 (DSm725), 3030 (DSm730), 3035 (DSm735), 3045 (DSm745), 3224C (DSc424), 3228C (DSc428), 3232C (DSc432), 3235C (DSc435), 3245C (DSc445), 3260C (DSc460),		020xxx	B	1.41

5560C (CS555)				

Table 2 SafeCom P:Go Ricoh supported Ricoh printers

Printer		SafeCom P:Go	VM Card Type	JVM version
SP C431DN, SP 5210DN		150xxx	-	7.02
SP C320DN, SP C430DN, SP 4310N, SP 5200DN		150xxx	O	7.02
SP 4210N, SP C820DN, SP C821DN		110xxx	K	5.04
SP C420DN, SP 8200DN		080xxx	H	4.17

1.3 SafeCom Go Ricoh products

SafeCom Go Ricoh	MP 2352SP, MP 2852SP, MP 3352SP , MP C300, MP C400, MP C2051, MP C2551, MP C3001SP, MP C3501SP, MP C4501SP, MP C5501SP, MP C6501SP, MP C7501SP, MP 2851, MP 3351, MP 4001, MP 5001, SP 5200S, SP 5210SF MP C3002, MP C3502 MP 4002, MP 5002, MP C4502, MP C5502, Order license and USB ID device separately. Devices are supplied with Java VM Card.
SafeCom Go Ricoh Type N	MP 2852, MP 3352 Order license and USB ID device separately. Java VM Card **Type N** is required and MUST be ordered through a Ricoh reseller.
SafeCom Go Ricoh Type L	MP 171, MP 201F, MP 201SPF Order license and USB ID device separately. Java VM Card **Type L** is required and MUST be ordered through a Ricoh reseller.
SafeCom Go Ricoh Type J	MP 6001, MP 7001, MP 8001, MP 9001, Pro 907EX, Pro 1107EX, Pro 1357EX Order license and USB ID device separately. Java VM Card **Type J** is required and MUST be ordered through a Ricoh reseller.
SafeCom Go Ricoh Type I	MP C2050, MP C2550, MP C2800, MP C3300, MP C4000, MP C5000 Order license and USB ID device separately. Java VM Card **Type I** is required and MUST be ordered through a Ricoh reseller.
SafeCom Go Ricoh Type F	MP 2550, MP 3550, MP 4000, MP 5000, MP C6000, MP C7500 Order license and USB ID device separately. Java VM Card **Type F** is required and MUST be ordered through a Ricoh reseller.

SafeCom Go Ricoh Type C	MP 1100, MP 1350, MP 5500, MP 6000, MP 6500, MP 7000, MP 7500, MP 8000, MP 9000, MP C2000, MP C2500, MP C3000, MP C3500, MP C4500, Pro906EX, Pro1106EX, Pro1356E **SafeCom Ricoh SD ID Kit:** SafeCom Go Ricoh SD Card, SD ID Kit, a switch mode power supply (Input: 100-240V~, 50-60Hz/150mA, Output: 5V, 1.0A). Order license and serial ID device separately. Java VM Card **Type C** is required and MUST be ordered through a Ricoh reseller. Identification by **USB ID device** is possible if the MFP has a USB port (extra Ricoh accessory). However, you still need the SD ID Kit to have copy control.
SafeCom Go Ricoh Type B	MP 2510, MP 3010, MP 3500, MP 4500, 2051 (DSm651), 2060 (DSm660), 2075 (DSm675), 3025 (DSm725), 3030 (DSm730), 3035 (DSm735), 3224C (DSc424), 3228C (DSc428), 3232C (DSc432), 3235C (DSc435), 3245C (DSc445), 3260C (DSc460), 5560C (CS555) **SafeCom Ricoh SD ID Kit:** SafeCom Go Ricoh SD Card, SD ID Kit, a switch mode power supply (Input: 100-240V~, 50-60Hz/150mA, Output: 5V, 1.0A). Order license and serial ID device separately. Java VM Card **Type B** is required and MUST be ordered through a Ricoh reseller.

1.4 SafeCom P:Go Ricoh products

SafeCom P:Go Ricoh	SP C431N, SP 5210DN Order license and USB ID device separately. Devices are supplied with Java VM Card.
SafeCom P:Go Ricoh Type O	SP C320DN, SP C430N SP 4310N, SP 5200DN Order license and USB ID device separately. Java VM Card **Type O** is required and MUST be ordered through a Ricoh reseller.
SafeCom P:Go Ricoh Type K	SP 4210N, SP C820DN, SP C821DN Order license and USB ID device separately. Java VM Card **Type K** is required and MUST be ordered through a Ricoh reseller.
SafeCom P:Go Ricoh Type H	SP C420DN, SP 8200DN Order license and USB ID device separately. Java VM Card **Type H** is required and MUST be ordered through a Ricoh reseller.

1.5 SafeCom ID devices

Table 3 SafeCom Go Ricoh supported SafeCom ID Devices

Identification Method	USB p/n	Serial p/n
SafeCom AWID Reader	696020	696010
SafeCom Bar Code Scanner	694120	n/a
SafeCom Bar Code Reader	694020	694010
SafeCom Casi-Rusco Reader	652420	652010
SafeCom Cotag Reader	678020	
SafeCom EM Reader [E] SafeCom EM Reader [R]	674120 674420	674110
SafeCom Felica Reader	697420	697310
SafeCom HID Reader 35 bit [E] SafeCom HID Reader 35 bit [R]	673120 673420	673110
SafeCom HID Reader 37 bit	671120	671110
SafeCom iCLASS Reader [E] SafeCom iCLASS Reader [R]	654120 654420	654110
SafeCom Indala Reader 26bit	670420	670010
SafeCom Indala Reader 29bit	651020	651010
SafeCom IoProx	658420	658010
SafeCom Legic Reader [E] SafeCom Legic Reader [R]	679120 679420	679110
SafeCom Magnetic Card Reader (Tr 1)		959010
SafeCom Magnetic Card Reader (Tr 2)		954010
SafeCom Magnetic Card Reader (Tr 3)		657010
SafeCom Magnetic Card Reader DD (Tr 1)	692010	
SafeCom Magnetic Card Reader DD (Tr 2)	691020	
SafeCom Magnetic Card Reader DD (Tr 3)	692020	
SafeCom Mifare Reader [E] SafeCom Mifare Reader [R]	970120 970420	970110
SafeCom Nedap Reader	653020	978990
SafeCom NexWatch Reader	698420	698010

Additional information about the ID devices is available in *SafeCom G3 Administrator's Manual D60603*.

1.6 Available documentation

SafeCom Smart Printing

- *SafeCom Smart Printing Administrator's Quick Guide D10600*
  How to install a SafeCom Smart Printing solution.

SafeCom G3

- *SafeCom G3 Administrator's Manual D60603*
  A comprehensive Manual that the administrator should consult to make a successful SafeCom solution. Includes information about SafeCom Tracking, SafeCom Rule Based Printing, SafeCom Client Billing, and SafeCom Pay.

SafeCom Go Ricoh

- *SafeCom Go Ricoh Administrator's Manual D60703* (**this manual**)
  Manual on how to install, configure and use SafeCom Go Ricoh.
- *SafeCom Go Ricoh User's Guide D20703*
  User's Guide on how to use SafeCom Go Ricoh.

1.7 About this manual

This manual applies to SafeCom G3 Server version S82 070.440*03 and SafeCom Go Ricoh S87 nnn.020*10.

This manual is organized as follows:

- Chapter 1 **Introduction** lists the supplied SafeCom documentation, system requirements and describes how this manual is organized.
- Chapter 2 **SafeCom Go Ricoh** describes the installation and the web interface of the internal solution for Ricoh MFPs.
- Chapter 3 **Using SafeCom Go Ricoh** describes how to interact with the Ricoh MFP's control panel when SafeCom Go Ricoh is installed.
- Chapter 4 **Using SafeCom P:Go Ricoh** describes how to login by card and Pull Print on Ricoh printers.
- Chapter 5 **Troubleshooting**, contains hints for troubleshooting.
- Chapter 6 **Regulatory information**, contains regulatory information.

1.8 Document history

Revision D60703-17

- SafeCom Go Ricoh version S87 nnn.020*10
- Support for Ricoh MFPs: MP 4002, MP 5002, MP C3002, MP C3502, MP C4502, MP C5502.
- New feature, called job build, allows scanning of multiple documents to a single file when sending E-mails.
- Support for User access rights (2.8.15).
- Support for delegated print.

Revision D60703-16

- SafeCom Go Ricoh version S87 nnn.020*08
- Corrected to reflect that SP 5200S, SP 5210SF and SP 5210DN does not require Java VM Card.

Revision D60703-15

- SafeCom Go Ricoh version S87 nnn.020*08
- Support for Ricoh MFPs: MP 171, MP 201F, MP 201SPF, MP 2352SP, MP 2852, MP 2852SP, MP 3352, MP 3352SP, SP 5200S, SP 5210SF.
- Support for Ricoh printers: SP 4310N, SP 5200DN, SP 5210DN.
- The MP 171, MP 201F and MP 201SPF have a different configuration web page (2.7.5) and user control panel (3.2). Supports login by card only.

Revision D60703-14

- SafeCom Go Ricoh version S87 nnn.020*04
- Updated to reflect SafeCom G3 Server version S82 070.410*07.
- Resend configuration (2.8.3).
- The document list can now be set up to show newest documents first. The Configuration web page features the check box "Show newest first".

Revision D60703-13

- SafeCom Go Ricoh version S87 nnn.020*03
- Support for Ricoh MFPs: MP C300, MP C400, MP C2051, MP C2551, MP C3001SP, MP C3501SP, MP C4501SP, MP C5501SP, MP C6501SP and MP C7501SP.
- Support for Ricoh printers: SP C320DN, SP C430DN, and SP C431DN.
- The main screen will show the name of the logged in user. If the user is a Pay user, the credits is also shown.
- Support for single sign-on for NSi AutoStore (2.8.17).
- New section on How to Uninstall SafeCom Go Ricoh (2.8.21).

Revision D60703-12

- SafeCom Go Ricoh version S87 nnn.020*02
- Updated to reflect the introduction of SafeCom G3 Server.

Revision D60703-11

- SafeCom Go Ricoh version S87 nnn.020*01
- Support for device with embedded Java and Java Type J and K devices.
- Possible to control default scan settings for E-mail (2.8.11) and Send to Fax (2.8.12).
- Supports SafeCom G3 Server features: Unicode and Enhanced encryption.
- Added section: Control max length of encryption keys (2.8.14).

Revision D60703-10

- SafeCom Go Ricoh version S87 nnn.010*29
- Introduction of SafeCom P:Go for Ricoh printers (1.4 and 2.7.4).
- Device can reference multiple SafeCom servers (2.8.2).
- How to install SafeCom Go Ricoh via web page (2.10).

Revision D60703-09

- SafeCom Go Ricoh version S87 nnn.010*28
- Support for Windows authentication (2.7.3).
- To increase security it is now possible to enable masking of user code with asterisk (*) when this is entered at the device to login (2.7.3).
- Support for High speed print (2.7.3).
- Support for single sign-on for Nuance DigiDocFlow (2.8.16).
- Users with a network logon can register their card at the device by entering their Windows logon, password, and domain (3.1.9).

Revision D60703-08

- SafeCom Go Ricoh version S87 nnn.010*25
- Updated to reflect SafeCom G2 version S82 070.380*07.

Revision D60703-07

- SafeCom Go Ricoh version S87 nnn.010*25
- Address Book support with E-mail and Send to Fax (3.1.7)

Revision D60703-06

- SafeCom Go Ricoh version S87 nnn.010*24
- Send documents to LAN Fax-server with Send to Fax (2.8.12 and 3.1.6)

2 SafeCom Go Ricoh

2.1 Overview

Make sure the SafeCom G3 Server software installation has been completed as described in the*SafeCom Smart Printing Administrator's Quick Guide D10600*.

1. SafeCom Go Ricoh hardware installation:
   - Newer devices Type F, H, I, J, K, L, N and O (2.2.1).
   - Legacy devices Type B and C (2.2.2).
2. Increase heap and stack sizes on Ricoh device (2.3).
3. Ricoh Java software installation:
   - Newer devices Type C, F, H, I, J, K, L, N and O (2.4.1).
   - Legacy device Type B (2.4.2).
4. SafeCom Go Ricoh software installation (2.5).
5. Additional configuration (2.6).

2.2 SafeCom Go Ricoh hardware installation

Refer to the appropriate section:

- If the device has Java embedded connect the USB SafeCom ID Device to the device's USB port and proceed to section 2.5.
- Newer devices Type F, H, I, J, K, L and O (2.2.1).
- Legacy devices Type B (2.2.2).

2.2.1 Newer devices type F, H, I, J, K, L, N, O and U

Install the VM Card (SD card) that was supplied by Ricoh:

1. Press the operation switch to turn off power. Wait for the **On** indicator to go off (stop blinking) and then turn off the main power switch. Disconnect the power cable.
2. Locate the printer's SD card slots (typically located at the rear of the printer near the RJ-45 network socket). On some printers you have to remove a plastic cover first.
3. Insert the SD card labeled **VM Card** in SD card slot 2 or 3.

Install SafeCom ID Device:

4. Connect the USB SafeCom ID Device to the device's USB port.

Reconnect power:

5. Connect the power cable. Turn on the main power switch. Press the operation switch to turn on power.
6. The printer's control panel displays **Please wait**… for 30 seconds.

Proceed to section 2.3.

2.2.2 Legacy devices Type B

SafeCom Ricoh SD ID Kit mounted on Type B device.

Install the VM Card (SD card) that was supplied by Ricoh:

1. Press the operation switch to turn off power. Wait for the **On** indicator to go off (stop blinking) and then turn off the main power switch. Disconnect the power cable.
2. Locate the printer's SD card slots (typically located at the rear of the printer near the RJ-45 network socket). On some printers you have to remove a plastic cover first.
3. Insert the SD card labeled **VM Card** in SD card slot 2 or 3.

Install the supplied SafeCom Ricoh SD ID Kit:

4. Insert the SafeCom Ricoh SD Card into an available SD slot. Insert the SafeCom Ricoh SD ID Kit in an available interface board slot.
5. Connect the white female connector at the end of the cable to the corresponding male 8-pin connector on the SafeCom Ricoh SD Card. It only fits in one way.
6. Connect the external power supply (5V, 1.0A) to the SafeCom Ricoh SD ID Kit.

Install MFP cable and/or SafeCom ID Device:

7. Connect the SafeCom MFP cable's white 4-pin connector to the Ricoh MFP's FIH connector. The FIH connector is typically located on the right side of the MFP behind a plastic cover. Connect the blue PS/2 connector to the serial port of the SafeCom Ricoh SD ID Kit. If a serial SafeCom ID Device was supplied connect it to the black female connector of the SafeCom MFP cable. If there is no MFP cable then connect the ID Device directly to the serial port of the SafeCom Ricoh SD ID Kit. If the Type C MFP has a USB port (extra Ricoh accessory) a USB SafeCom ID device can be used. However, the SafeCom Ricoh SD ID Kit still needs to be installed to have copy control.

Reconnect power:

8. Connect the power cable. Turn on the main power switch. Press the operation switch to turn on power.
9. The printer's control panel displays **Please wait…** for 30 seconds.

Proceed to section 2.3.

2.3 Increase Heap and Stack sizes on Ricoh device

On Ricoh Type C, F, H, I, J, K, L, N and O

1. Open a web browser and enter the printer's address.
   Use of JavaScript (Active Scripting) must be enabled.
2. Click **Login** and enter **Login User Name** (admin) and **Login Password** (by default there is no password) and then click **Login**.
3. Click **Configuration** on the left menu.
4. Under **Extended Feature Settings** click **Administrator Tools**.
5. Change **Heap Size** to **16 MB**.
6. Change **Stack Size** to **64 KB**.
7. Click **Apply**.
8. Restart the printer.

On Ricoh Type B:

1. On the printer tap **Menu** to open **Application Manager**.
2. Tap **Login**. Tap the **#** button to login. If a password has been set then enter it and tap **#**.
3. Tap the **Option** tab.
4. Tap **heap/stack size setting**.
5. Tap **Heap Size** and change value to **16 MB**. Tap **#**.
6. Tap **Stack Size** and change value to **64 KB**. Tap **#**.
7. Tap **Setting**.
8. Restart the printer.

Proceed to section 2.4.

2.4 Ricoh Java software installation

Refer to the appropriate section:

- Newer devices (2.4.1).
- Legacy device Type B (2.4.2).

2.4.1 Newer devices type F, H, I, J, K, L, N and O

Install the JavaTM platform:

1. Open a web browser and enter the printer's address.
   Use of JavaScript (Active Scripting) must be enabled.
2. Click **Login** and enter **Login User Name** (admin) and **Login Password** (by default there is no password) and then click **Login**.
3. Click **Configuration** on the left menu.
4. Under **Extended Feature Settings** click **Install**.
5. Select **SD Card Slot**.
6. Click **Display Extended Feature List**.
7. In **Install to** select **SD Card Slot N**, where N is the slot with the VM Card.
8. In **Auto Start** click **On**.
9. On the **Extended Feature List** click **JavaTM Platform.**
10. Click **Install**.
11. On the **Confirm** web page click **OK**.

Proceed to section 2.5.

2.4.2 Legacy device type B

Install the Java VM software from the card:

1. On the printer press the **User Tools** button (<>/123).
2. Tap **Extended Feature Settings**.
3. Tap **Extended Features**.
4. Tap the **Install** tab.
5. Tap **SD Card Slot** N, where N is the slot with the VM Card.

JavaTM SVR Platform:

1. Tap **JavaTM SVR Platform**.
2. Tap **Run from SD Card Slot** N, where N is the slot with the VM Card.
3. Tap **OK**.
4. Information concerning the **JavaTM SVR Platform** is displayed. Tap **OK** to accept and install. The control panel displays: **Installing the Extended Feature…**
5. After installation the control panel displays: **Completed Extended Feature Installation**. Tap **Exit**.

JavaTM Platform:

1. Tap **JavaTM Platform**.
2. Tap **Run from SD Card Slot** N, where N is the slot with the VM Card..
3. Allocate the extended feature to the **Printer** function button, by pressing the **Printer** function button. Tap **OK**.
4. Information concerning the **JavaTM Platform** is displayed. Tap **OK** to accept and install. The control panel displays: **Installing the Extended Feature…**
5. After installation the control panel displays: **Completed Extended Feature Installation**. Tap **Exit**.
6. Tap **Exit**. Tap **Exit**.

Power cycle printer:

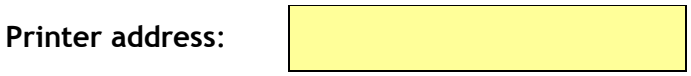
1. Press the operation switch to turn off power. Wait for the **On** indicator to go off (stop blinking) and then turn off the main power switch. Turn the main power switch on to power on the printer.

Proceed to section 2.5.

2.5 SafeCom Go Ricoh software installation

2.5.1 Send SafeCom Go Ricoh (*.b87) file

1. Make sure the printer is powered on and ready.
2. Start **SafeCom Administrator** and login to the server.
3. Invoke the **Add device** function from the A) **Devices** menu, B) **System overview** or C) **SafeCom Assistant** as part of step **2 Add a SafeCom Pull Printer**.
4. Enter the **Printer address**. Click **Next**.



5. Information is retrieved from the device to establish the type of device. Click **Next**.
6. On the **Settings** tab specify the properties of the device (**Duplex supported** and **Color supported**).
7. Click **Add** to register the device and save it in the database.
8. **Browse** to the SafeCom Go Ricoh Software file. Example: 090xxx.b87.
9. Click **Send** to send the SafeCom Go Ricoh Software (*.b87) file to the device. If file is not present you need to get the file first (2.8.1).
10. The printer restarts and after a few minutes the printer's control panel says **Ready**. After another 2-7 minutes (depending on model) the control panel will say **Loading SafeCom**. After 1-2 minutes more a SafeCom login message is displayed.
11. Open the **Configuration** web page (2.7.3) and specify the SafeCom server (2.8.2).

2.6 Additional configuration

- How to make SafeCom stay always on top (2.8.9)
- Enable copy control and access control to other functions (2.8.10)
- Enable E-mail (2.8.11)
- Enable Send to Fax (2.8.12)
- Enable Address Book (2.8.13)
- Enable single sign-on for Nuance DigiDocFlow (2.8.16)

2.7 SafeCom Go Ricoh web interface

The SafeCom Go Ricoh web interface adheres to the structure and design of the Ricoh Embedded Web Server. The SafeCom Go Ricoh web interface consists of two parts, 1) a public part, namely the **Information** web page and 2) a password-protected part.

2.7.1 Login to the SafeCom Go Ricoh web interface

1. Open a web browser and enter the printer's address followed by :8080/safecom.

   Example: http://172.16.6.55:8080/safecom

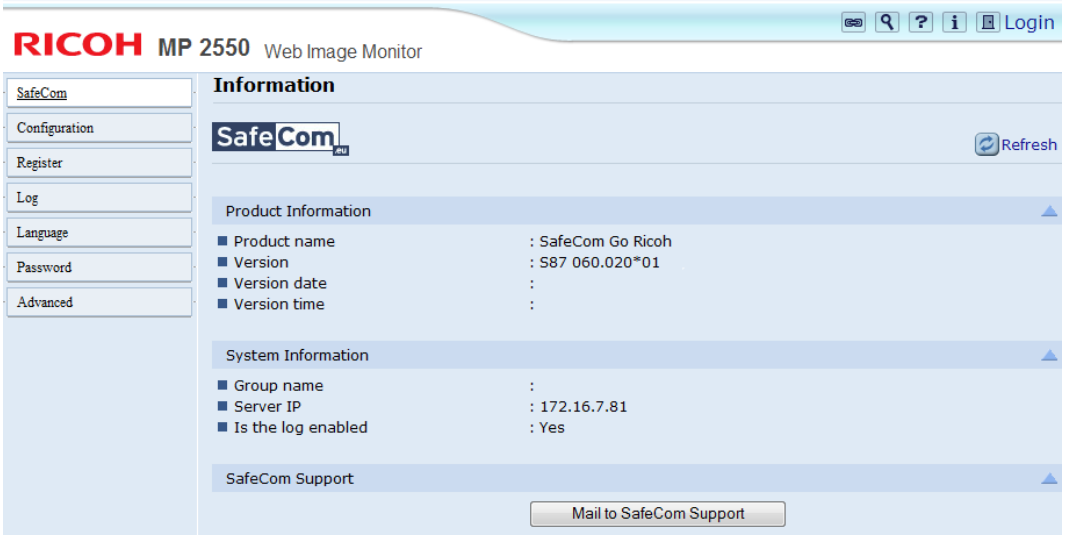
   Note: *Use of JavaScript (Active Scripting) must be enabled.*

2. Click **Configuration** on the left menu to access the SafeCom **Configuration** web page. Enter user name (admin) and password (nimda). Click **OK**.

2.7.2 Information web page

The **Information** web page shows version and configuration summary.

1. Click **SafeCom** on the menu to access the **Information** web page.

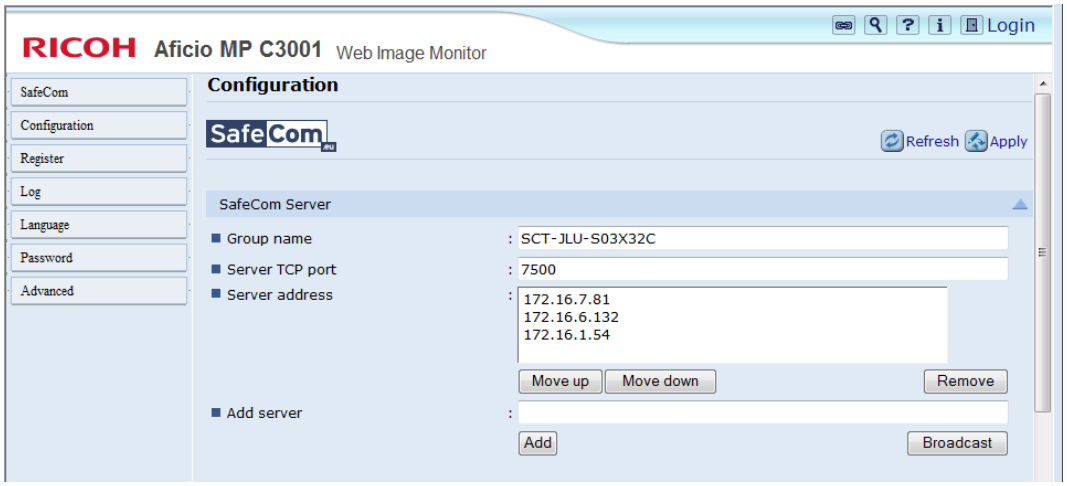


If you have a support issue, use **Mail to SafeCom Support.** In your email to support@safecom.eu, describe the issue in enough detail that SafeCom can reproduce the problem.

Note: *When the **Information** web page is opened, the above information and additional debug information is copied to the clipboard. The information can be pasted into an editor such as Notepad or into the body of your e-mail message by pressing CTRL+ V.*

2.7.3 Configuration web page

Use the **Configuration** web page to configure your SafeCom Go Ricoh MFP, as described below.
The configuration web page for printers is described in section 2.7.4.
The configuration web page for Ricoh MP 171, MP 201F, and MP 201SPF are described in 2.7.5.

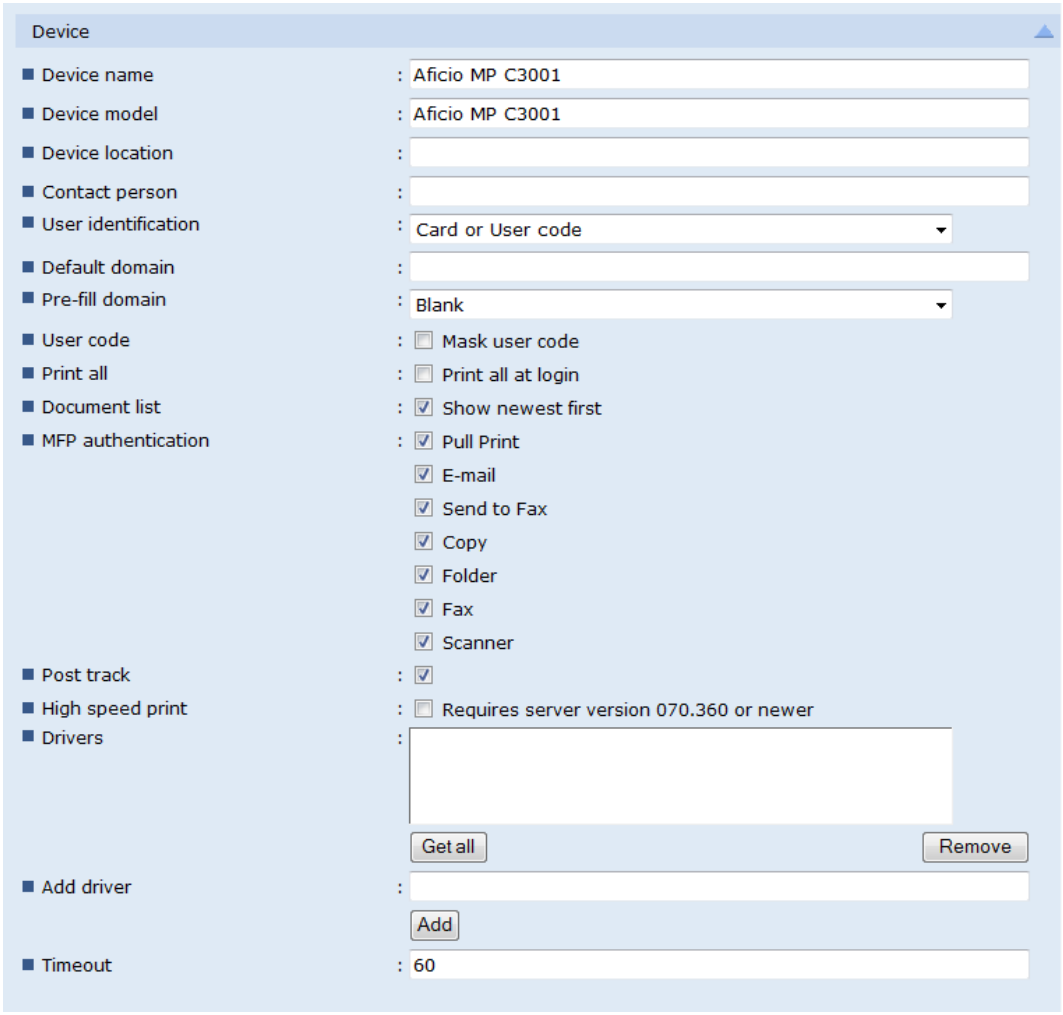


Under **SafeCom Server**, click **Broadcast** to get a complete list of servers to select from, or enter **Group name**, **SafeCom server TCP port** (default is 7500) and the SafeCom server IP address in **Add server**. See also 2.8.2.

Note: ***Broadcast*** *is not available on type B and C devices.*

Note: *After you click* ***Apply****, it takes one minute before the new SafeCom Server settings take effect. Not waiting long enough may result in a login error at the printer.*

Under **Device** enter specific details. Make sure to click **Apply** in the upper right corner when you have made your changes.



Device name and **Device model** are automatically filled-in.
Device location and **Contact person** are important references for the SafeCom solution so it's a good idea to fill them in.

User identification controls how users identify themselves at the MFP. In the drop-down box select an identification method:

- User code
- Card
- Card or User code
- Card or Windows

Identification by card requires connecting an ID Device (card reader). The option **Card or Windows** allows the user to login by either card or by entering their Windows user name, password, and domain. The SafeCom G3 server must be a member of the domain or trusted by the domain.

Pre-fill domain: controls how users fill-in the domain field. In the drop-down box select:

- **Blank** (default).
- **Default domain**
- **Hide**

If users belong to different domains **Pre-fill domain** should be left **Blank**. This means that all users need to enter their domain when they login with their Windows user name and password.

If most users belong to the same domain select **Default domain. Default domain** is then filled-in for users making login easy. Users only need to use their Windows user name and password.

If all users belong to the same domain select **Hide.** Users won't be prompted for the domain when they login with their Windows user name and password. Make sure the **Default domain** is specified, otherwise Pre-fill domain reverts back to **Blank** when you click **Apply**.

Note: *The SafeCom G3 server must be a member of the domain or trusted by the domain.*

Mask user code increases security. Use an asterisk (*) to mask the entered user code.

Print all at login is a printer setting. If selected all user documents are printed when the user logs in. Documents are printed in chronological order (oldest first). If checked this overrules the equivalent user property on the SafeCom G3 server.

Show newest first lists and prints documents in a last-in first-out order.

MFP authentication lists the functions you can select that the SafeCom solution should authenticate. Select as many as appropriate.

- **Pull Print** – collect documents at any printer.
- **E-mail** - send scanned documents as attachments to e-mail (2.8.11).
- **Send to Fax** – send scanned documents to LAN Fax-server (2.8.12).
- **Copy** - make hardcopies of scanned documents.
- **Folder** - send scanned documents to a network folder.
- **Fax** – send scanned documents via fax.
- **Scanner** – scan documents.

Post track is relevant only with SafeCom Tracking. Refer to *SafeCom G3 Administrator's Manual D60603*

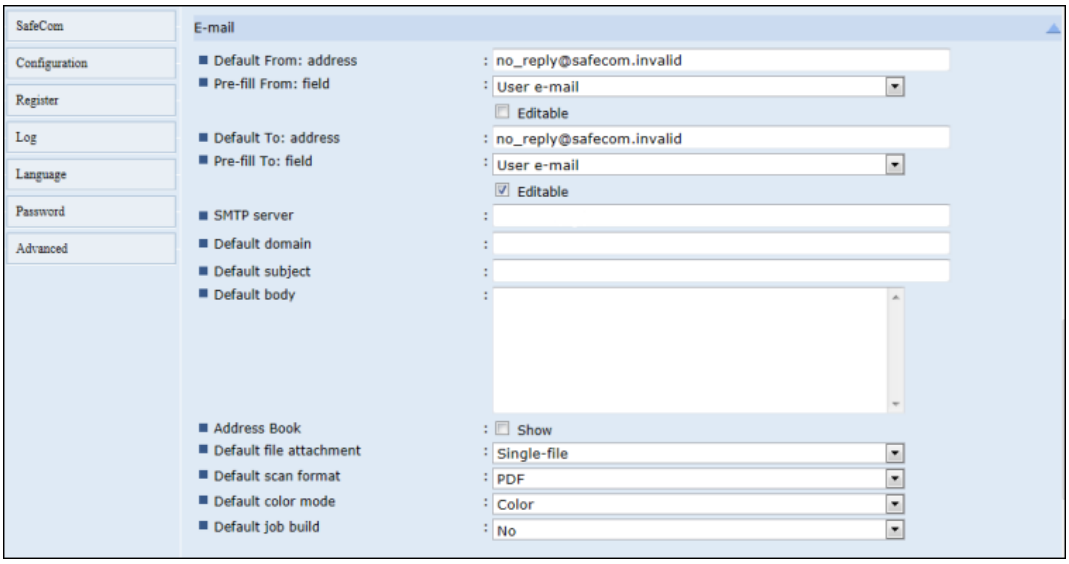
High speed print allows faster printing. Print speed becomes comparable to that of printing the document directly to the printer. One disadvantage is that other documents submitted via a standard TCP/IP port may print between the logged in user's print and copy jobs. Printer output does not necessarily belong to the logged in user. If directly printed document are submitted via a SafeCom Push Port that references the same tracking device then these documents are not printed until after the logged in user's jobs are done.

Drivers safeguards document fidelity in the SafeCom solution. When Pull Printing SafeCom compares the name of the printer driver embedded in the print job with the list of driver names returned by the SafeCom device. If there is no match a question mark is displayed in the document list on the device. This way the user is warned that fidelity is in question and the document may print incorrectly.

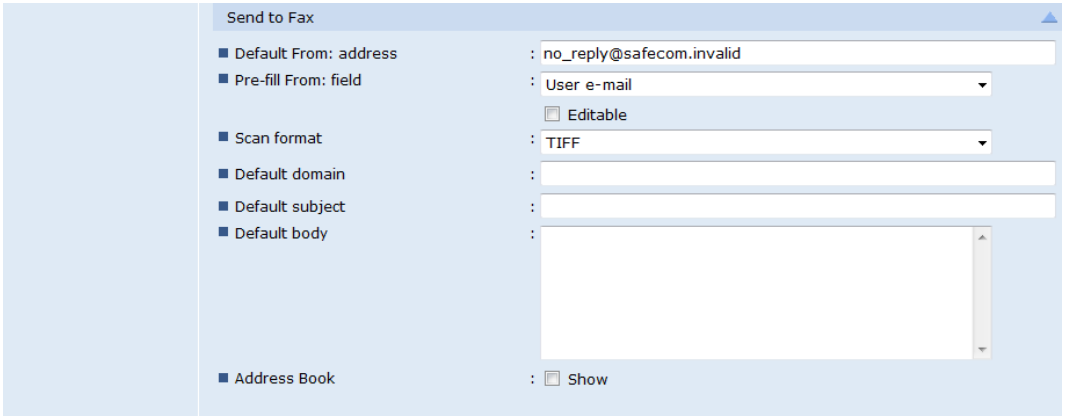
1. Click **Get all** to retrieve a list of driver names from the SafeCom server.
2. Click **Apply**.
3. Select individual driver names on the list and click **Remove** to remove them.
4. To enter a driver name manually, click **Add driver** and then **Add**.

Timeout automatically logs users out after the specified amount of time. Timeout is configured in seconds with a default of 60. If there the printer requires intervention (IRQ), timeout is stopped so a user is not logged out while the issue is being resolved.

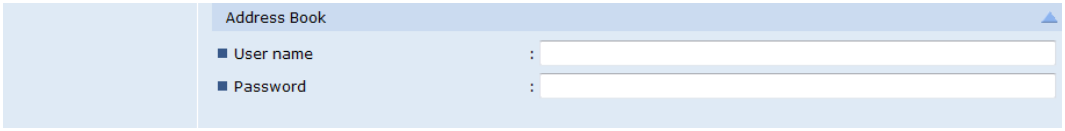
Use **E-mail** if SafeCom handles user authentication for E-mail (**E-mail** is checked in **MFP authentication**). Refer to 2.8.11.



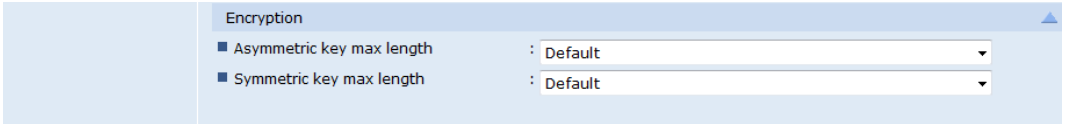
Use **Send to Fax** if SafeCom handles user authentication for Send to Fax (**Send to Fax** is checked in **MFP authentication**). Refer to 2.8.12.



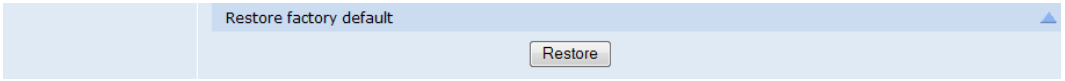
Use **Address Book** to configure **Address Book** in **E-mail** and **Send to Fax**. Refer to 2.8.13.



Use **Encryption** to configure the maximum length of encryption keys. Refer to 2.8.14.

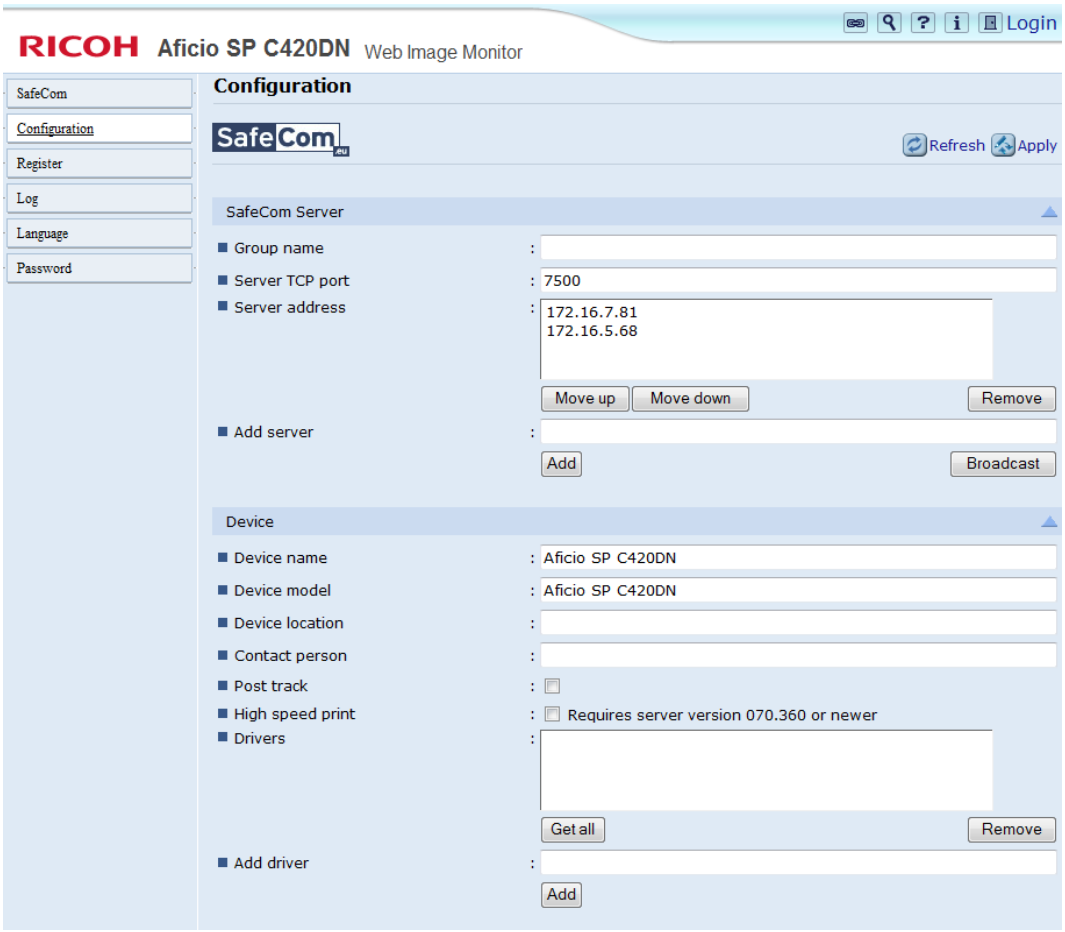


Use **Restore factory default** to reset all settings back to their default values. Click **Restore**.



2.7.4 Configuration web page - printers

Use the **Configuration** web page to configure your SafeCom Go Ricoh printer. Identification requires connecting an ID Device (card reader) to the USB port at the back of the printer.



Under **SafeCom Server**, click **Broadcast** to get a complete list of servers to select from, or enter **Group name**, **SafeCom server TCP port** (default is 7500) and the SafeCom server IP address in **Add server**. See also 2.8.2.

Note: *After you click **Apply**, it takes one minute before the new SafeCom Server settings take effect. Not waiting may result in a login error at the printer.*

The **Device name** and **Device model** are automatically filled-in.
Device location and **Contact person** are important references for the SafeCom solution so it's a good idea to fill them in.

Post track is only relevant with SafeCom Tracking. Refer to *SafeCom G3 Administrator's Manual D60603*

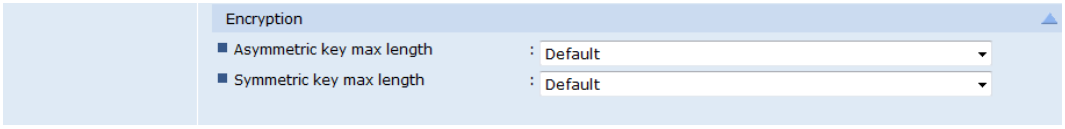
High speed print allows faster printing. Print speed becomes comparable to that of printing the document directly to the printer. One disadvantage is that other documents submitted via a standard TCP/IP port may print between the logged in user's print and copy jobs. Printer output does not necessarily belong

to the logged in user. If directly printed document are submitted via a SafeCom Push Port that references the same tracking device then these documents are not printed until after the logged in user's jobs are done.

Drivers safeguards document fidelity in the SafeCom solution. When pull printing, SafeCom compares the name of the printer driver embedded in the print job with the list of driver names returned by the SafeCom device. If there is no match a question mark is displayed in the document list on the device. This way the user is warned that fidelity is in question and the document may print incorrectly.

1. Click **Get all** to retrieve a list of driver names from the SafeCom server.
2. Click **Apply**.
3. Select individual driver names on the list and click **Remove** to remove them.
4. To enter a driver name manually, click **Add driver** and then **Add**.

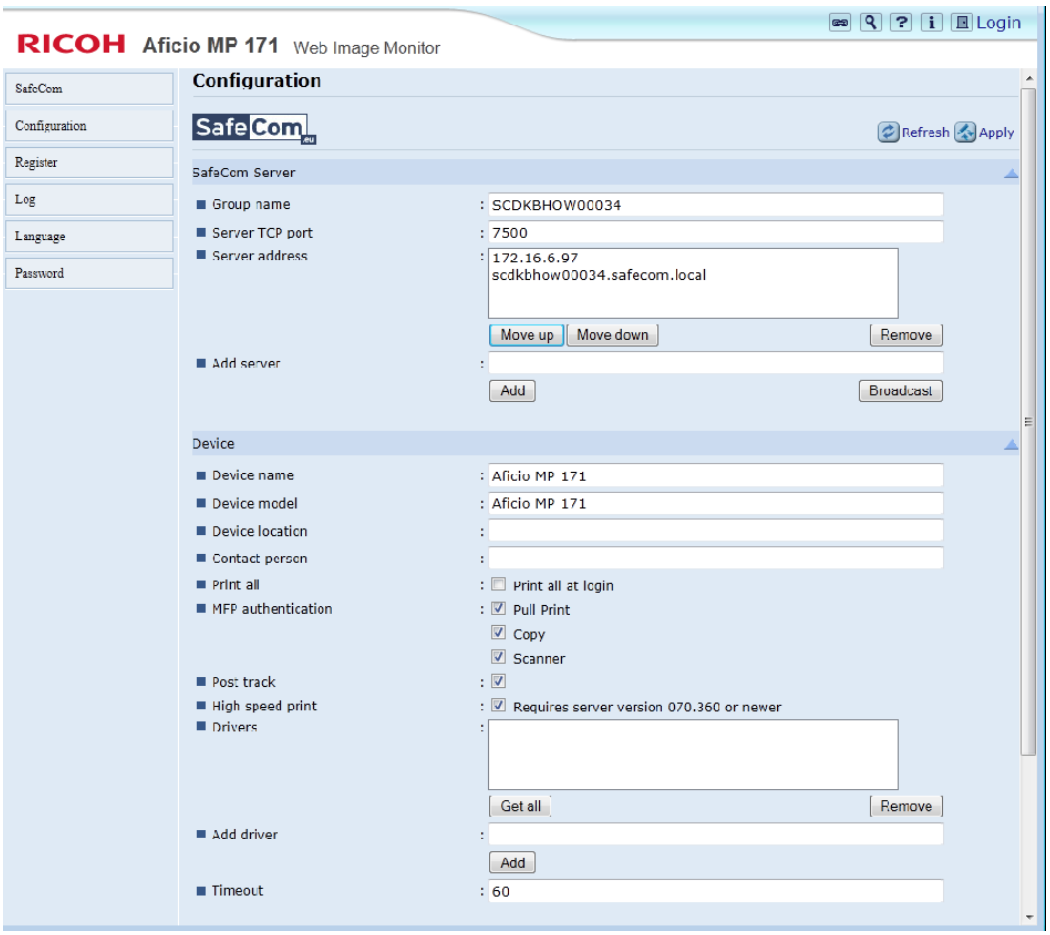
Use **Encryption** to configure the maximum length of encryption keys. Refer to 2.8.14.



Use **Restore factory default** to reset all settings back to their default values. Click **Restore**.

2.7.5 Configuration web page - MP 171, MP 201F, MP 201SPF

Use the **Configuration** web page to configure SafeCom Go Ricoh for the above models. Identification requires connecting an ID Device (card reader) to the USB port at the back of the printer.



Under **Device** enter specific details. Make sure to click **Apply** in the upper right corner when you have made your changes.

Device name and **Device model** are automatically filled-in.
Device location and **Contact person** are important references for the SafeCom solution so it's a good idea to fill them in.

Print all at login is a printer setting. If selected all user documents are printed when the user logs in. Documents are printed in chronological order (oldest first). If checked this overrules the equivalent user property on the SafeCom G3 server.

MFP authentication lists the functions you can select that the SafeCom solution should authenticate. Select as many as appropriate.

- **Pull Print** – collect documents at any printer.
- **Copy** - make hardcopies of scanned documents.
- **Scanner** – scan documents.

Post track is relevant only with SafeCom Tracking. Refer to *SafeCom G3 Administrator's Manual D60603.*

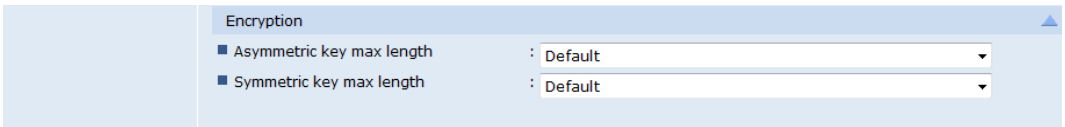
High speed print allows faster printing. Print speed becomes comparable to that of printing the document directly to the printer. One disadvantage is that other documents submitted via a standard TCP/IP port may print between the logged in user's print and copy jobs. Printer output does not necessarily belong to the logged in user. If directly printed document are submitted via a SafeCom Push Port that references the same tracking device then these documents are not printed until after the logged in user's jobs are done.

Drivers safeguards document fidelity in the SafeCom solution. When Pull Printing SafeCom compares the name of the printer driver embedded in the print job with the list of driver names returned by the SafeCom device. If there is no match a question mark is displayed in the document list on the device. This way the user is warned that fidelity is in question and the document may print incorrectly.

1. Click **Get all** to retrieve a list of driver names from the SafeCom server.
2. Click **Apply**.
3. Select individual driver names on the list and click **Remove** to remove them.
4. To enter a driver name manually, click **Add driver** and then **Add**.

Timeout automatically logs users out after the specified amount of time. Timeout is configured in seconds with a default of 60. If there the printer requires intervention (IRQ), timeout is stopped so a user is not logged out while the issue is being resolved.

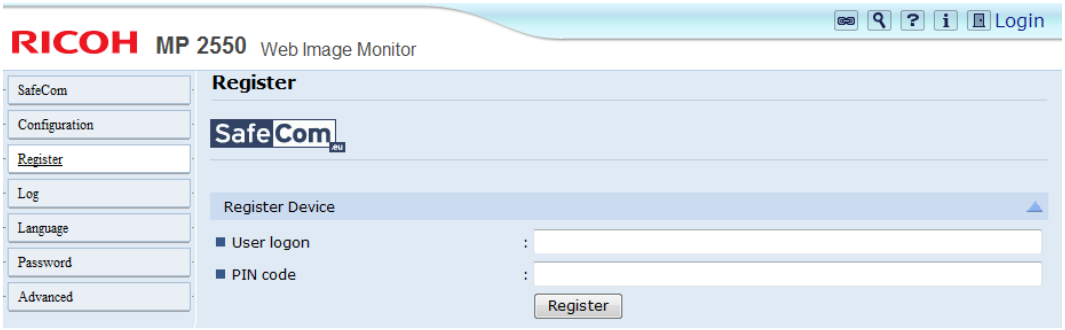
Use **Encryption** to configure the maximum length of encryption keys. Refer to 2.8.14.



Use **Restore factory default** to reset all settings back to their default values. Click **Restore**.

2.7.6 Register web page

Use the **Register** web page to register the device with the SafeCom server. The printer can be used with SafeCom once it has been registered with the SafeCom server.



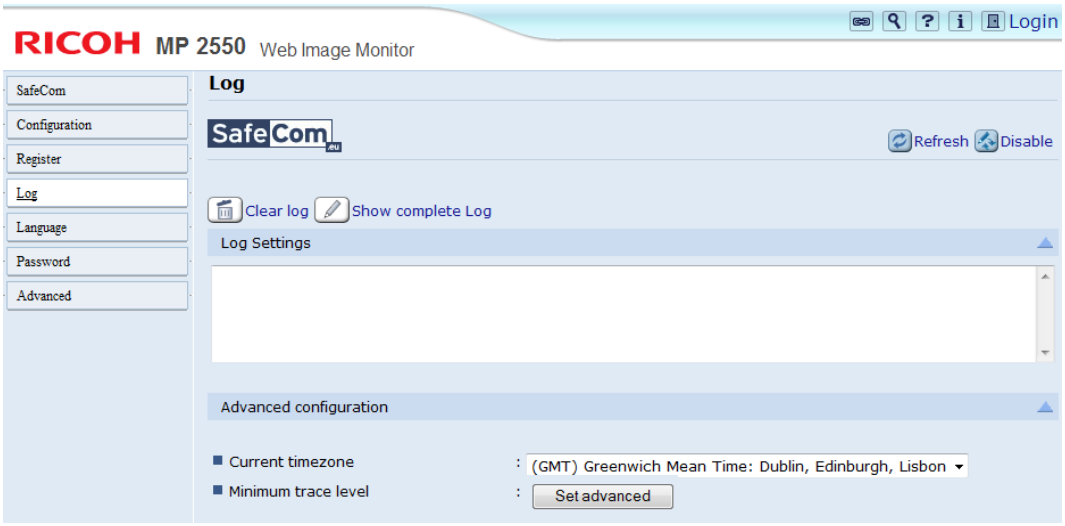
1. Enter the **User logon** and **PIN code** of a user with Technician or Administrator rights. The user must have a PIN code.
2. Click **Register**.

The device can also be registered with the SafeCom solution by:

- Using the **Add device** in **SafeCom Administrator**.
- Logging in at the device with Technician or Administrator rights.

2.7.7 Log web page

Use the **Log** web page to enable, disable and view log information.



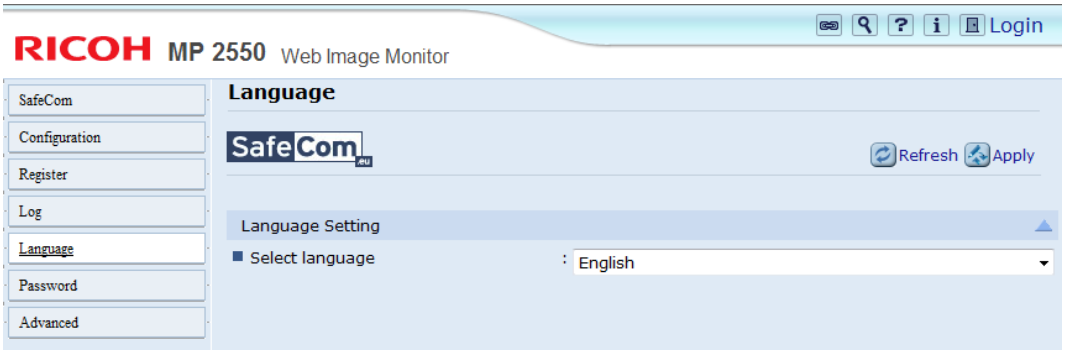
Only enable logging if advised to do so as part of a troubleshooting process.

1. Click **Enable** to start logging.
2. Click **Disable** to stop logging (text changes on the button).

If the printer has a hard disk, logging data will be written to the hard disk for best performance. When the log file reaches the 1Mb maximum the log file is overwritten with new data.

2.7.8 Language web page

Use the **Language** web page to select language.



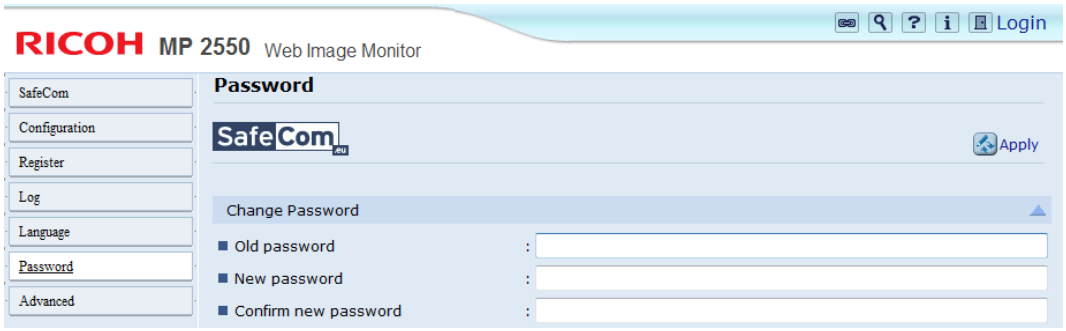
The new language takes effect the next time someone logs in at the printer.

1. Select a **Language**.
2. Click **Apply**.

All language texts are stored in the XML file captions.xml. Additional languages can be added to this file if required.

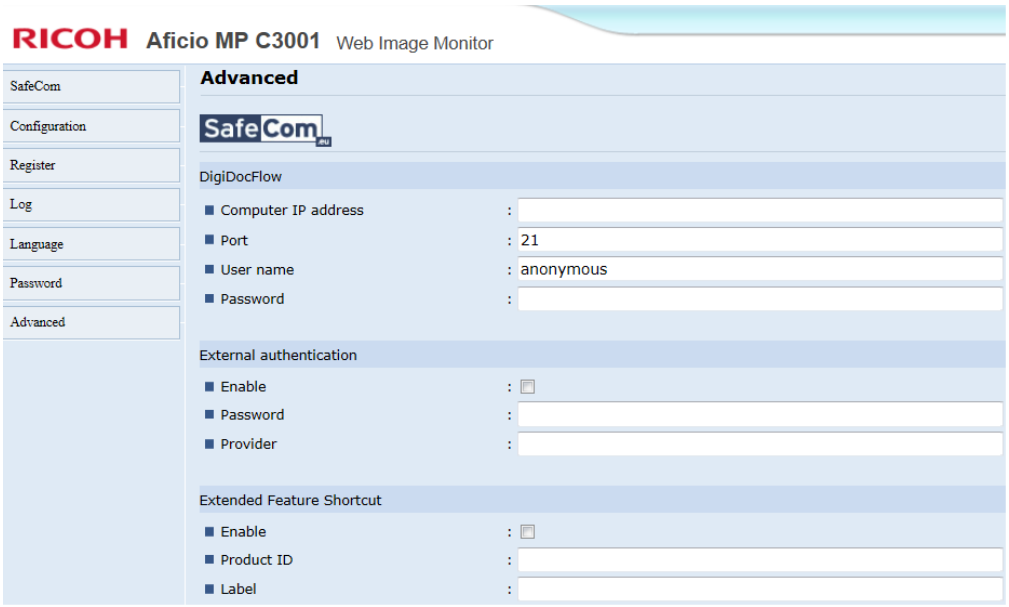
2.7.9 Password web page

Use the **Password** web page to change the password.



2.7.10 Advanced web page

Use the **Advanced** web page to configure parameters required for SafeCom Go Ricoh to authenticate the Nuance DigiDocFlow solution (2.8.16) NSi AutoStore (2.8.17) or Extended Feature Shortcut (0.)



2.8 SafeCom Go Ricoh - How to

The following subsections contain step-by-step instructions for some common administrator tasks.

2.8.1 Get the SafeCom Go Ricoh software

The SafeCom Go Ricoh software files (*.b87) and SafeCom Go Ricoh uninstall files (*.uin) were installed from the SafeCom CD or can be downloaded using the **SafeCom Administrator** function **Check for updates**.

Alternatively a software package can be downloaded:

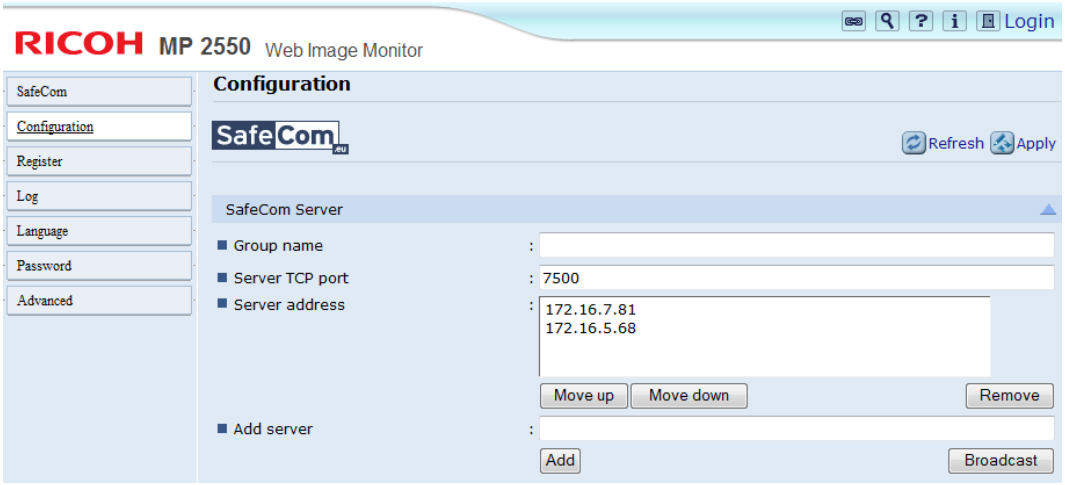
1. Download the safecom_go_ricoh_xxx.exe file from the link supplied to you.
2. Double-click the safecom_go_ricoh_xxx.exe file.
3. Click **Next**.
4. Choose the destination folder. Click **Next**.
   Normally the destination folder is:

   ```
   C:\Program Files\SafeCom\SafeComG3\device_software
   ```

5. Click **Install**.
6. Click **Finish**.

To install software via Ricoh's deployment tool, **RiDeploy**, use the files located in the Ricoh type specific subfolders, /ricoh_deploy_files_type_?

2.8.2 Specify SafeCom server



1. Open the **Configuration** web page (2.7.3).
2. To exclude broadcast results from SafeCom servers that do not belong to a particular SafeCom group in a multi-server solution, enter the **Group name.**

3. Click **Broadcast**. It takes approx. 5 seconds for the broadcast results to populate the **SafeCom server IP address** list.

If the SafeCom server has multiple IP addresses there will be an entry for each. If the SafeCom server is clustered you must ensure that it is only the entry matching the IP address of the virtual server and not the nodes.

In a multi server solution click **Move up** and **Move down** to prioritize the order in which the servers are contacted in case the first one on the list becomes unavailable.

If the device is added via **SafeCom Administrator** the list of SafeCom servers will include the list of prioritized failover servers. For additional information about failover servers refer to *SafeCom G3 Administrator's Manual D60603*

If broadcasting fails you may have to directly enter the IP address in **Add server** and click **Add**.

4. Click **Apply**.

Note: *After you click **Apply**, it takes one minute before the new SafeCom Server settings take effect. Wait, otherwise there may be a login error at the printer.*

2.8.3 Resend configuration

If a device added in the SafeCom Administrator is not configured correctly, or if the device must be reconfigured to a different server, it is possible to resend configuration details (Server address and Group name) to the device.

1. Browse to **Devices** in the **SafeCom Administrator**.
2. Right-click the device and click **Resend configuration**.

The configuration details are now sent to the device and the configuration is successful when **Server is reconfigured** appears.

Note: *The Resend configuration functionality does not work with devices that are SafeCom enabled via the device server.*

2.8.4 Register device

1. Open the **Register** web page.
2. Enter the **User logon** and **PIN code** of a user with Technician or Administrator rights. The user must have a PIN code.
3. Click **Register**.

Once the device is registered it appears in **SafeCom Administrator**. The device can also be registered with the SafeCom solution when:

- Using the **Add device** function in **SafeCom Administrator**.
- Login at the device if the user has Technician or Administrator rights.

2.8.5 Set password to prevent unauthorized access

1. Open the **Password** web page (2.7.9).
2. Enter the **Old password**, **New password** and **Confirm new password**. The password is 8 characters maximum.
3. Click **Apply**.

Warning: *Make sure to store the password in a secure place. If you forget the password you need to uninstall SafeCom Go Ricoh.*

2.8.6 Check SNMP settings

If SNMP v1/v2 is disabled, SafeCom Go Ricoh is unable to obtain the correct MAC address of the printer and will report the MAC address **111badadd111** instead. Follow these steps to check and correct the SNMP settings.

1. Open the printer's web page by entering its IP address in a web browser.
2. Click **Login** and supply the user name (admin) and password (blank).
3. Click **Configuration** on the menu.
4. Click **Network** on the menu.
5. Enable **SNMPv1/v2 Function**.
6. Click **Apply**.

2.8.7 Select user identification – user code or card

Identification by card requires the installation of a SafeCom ID Device (card reader) and possibly a SafeCom Go Ricoh SD ID Kit.

1. Open the **Configuration** web page (2.7.3).
2. Change **User identification** from to **Card, Card or User code**, or **Card or Windows**.
3. Click **Apply**.

2.8.8 Login with Windows without specifying the domain

It is possible to login by entering your Windows user name, password, and domain. If all users belong to the same domain you can avoid prompting users to enter the domain at the device.

1. Open the **Configuration** web page (2.7.3).
2. Specify a **Default domain**.
3. Change **Pre-fill domain** to **Hide**.
4. Click **Apply**.

2.8.9 How to make SafeCom stay always on top

1. On the device press the **User Tools** button (<>/123).
2. Tap **System Settings** and then tap the **General Features** tab.
3. Tap **Function Priority** and then tap **JavaTM/X**. Tap **OK**.
4. Tap **Print Priority** and then tap the **Display Mode** tab. Tap **OK**.
5. Tap **Exit**.
6. Tap **Extended Feature Settings** and then tap **Extended Feature Settings**.
7. Tap the **Startup Setting** tab. Tap **Priority** next to SafeCom Go if SafeCom is not selected under **Extended Feature Name**.
8. Tap **Exit** and then **Exit** to leave **User tools**.

2.8.10 Enable copy control and access control to other functions

To enable copy control and access control to other functions, on all devices (except types B and C):

Have your Ricoh technician bring the Ricoh device into SP mode.

SP-5401 Access Control:
Default Document ACL (103) set to 3
Commit changes by pressing the # key
SDK Certification Device (230) set to 00000001
Commit changes by pressing the # key

SP-5113 Optional Counter Type
External Optional Counter Type (1) set to 1:Expansion Device 1
Commit changes by pressing the **OK** button. Then press **Exit** and **Exit**.

SP-5113-2 (Only applicable to devices using S87 210.xxx)
Has to be set to “1”. User tools “Enhanced external charge unit management” has to be enabled.

See also section 2.8.15 Control user access rights.

1. On the printer press the **User Tools** button (<>/123).
2. On the touch-screen, tap **System Settings** and then tap **Administrator Tools** tab.
3. Tap **Enhanced External charge Unit Management** and select the functions you want to have access control for. The relevant functions include **Copier**, **Document Server**, **Facsimile** and **Scanner**). Do NOT select the **Printer** and **JavaTM/X** function.
4. Press **OK** to save changes.
5. Tap **Exit** and **Exit** to leave **User Tools**.
6. Open the **Configuration** web page (2.7.3).
7. Check **Copy** in **MFP authentication**. Please check the additional functions that are controlled by SafeCom.
8. Make your selections in the **E-mail** (2.8.11) and **Send to Fax** (2.8.12) sections.
9. Click **Apply**.
10. Restart the device.

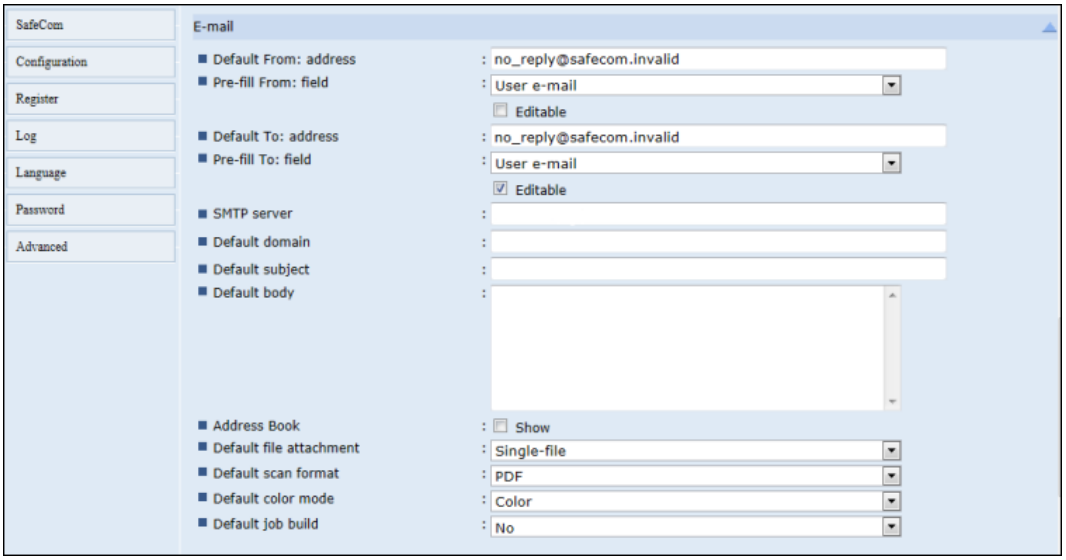
On Type C and B devices:

1. On the printer press the **User Tools** button (<>/123).
2. On the touch-screen, tap **System Settings** and then tap **Administrator Tools** tab.
3. Tap **Key Counter Management** and select the **Copier** function and deselect the **Printer** function. Tap **OK**.
4. Tap **User Authentication Management**.
5. Select **Off**. Tap **OK**. If you intend to have a mix of user authentication methods, you should ensure that no other methods are conflicting with the ones controlled by SafeCom (that is Copy and/or Scan).
6. Tap **Exit** and **Exit** to leave **User Tools**.
7. Open the **Configuration** web page (2.7.3).
8. Check **Copy** in **MFP authentication**. Please check the additional functions that are controlled by SafeCom.
9. Make your selections in the **E-mail** (2.8.11) and **Send to Fax** (2.8.12) sections.
10. Click **Apply**.
11. Restart the device.

2.8.11 Enable E-mail

SafeCom Go Ricoh comes with its own intuitive **E-mail** function (3.1.5).

1. Open the **Configuration** web page (2.7.3).
2. Check **E-mail** in **MFP authentication**.
3. Make your selections in the **E-mail** section.
4. Click **Apply**.



By default the **From:** field is not **Editable** and the **To:** field is **Editable**. By default, both fields are pre-filled with the **User e-mail**.

Default From: address: Can be pre-filled with User e-mail, Device name, Blank or Default From: address.

An e-mail sent with pre-filled **User e-mail** of the user John Smith with the e-mail address js@safecom.eu will appear as:

```
From: js@safecom.eu
```

If the user does not have an e-mail address, the **Default From: address** is used. If this is not configured then no_reply@safecom.invalid is used. An e-mail sent from pre-filled **Device name** MP 2550 will appear as:

```
From: MP 2550 <no_reply@safecom.invalid>
```

where no_reply@safecom.invalid is replaced with the what is specified in **Default From: address**.

Default To: address: This field can be pre-filled with **User e-mail**, **Blank** or **Default To: address**. The **CC:** and **BCC:** fields are only editable if the **To:** field is editable.

SMTP Server: This must be configured with the address (IP address or hostname) of the mail system.

Default domain is the optional e-mail domain that is appended if the @ character is not found in the text entered in the **To:**, **CC:** and **BCC:** fields. Example: The software will automatically expand 'js' to 'js@safecom.eu' if the specified default domain is safecom.eu.

Default subject is the optional text that appears as the subject of the e-mail.

Default body is the optional text that appears in the body of the e-mail.

Address Book buttons are available in the E-mail dialog on the services touch-screen if you check **Show** (3.1.5.)

Default file attachment can be **Single-file** or **Multi-file**.

Default scan format can be **TIFF** or **PDF**.

Default color mode can be **Color**, **Grayscale,** or **Mono**.

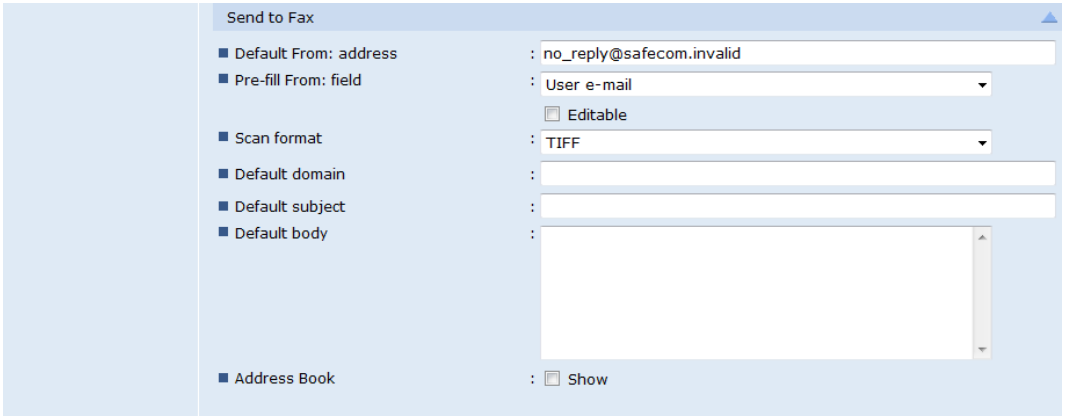
Default job build can be **Yes** or **No** defining whether or not several documents are scanned into a single file by default.

2.8.12 Enable Send to Fax

SafeCom Go Ricoh comes with its own intuitive **Send to Fax** function (3.1.6).

Note: *The SafeCom Go Send to Fax function is a LAN Fax-server solution. If you want to use the built-in phone line solution, then you must disable* ***Counting control*** *for the* ***Facsimile*** *function (2.8.10).*

1. Open the **Configuration** web page (2.7.3).
2. Check **Send to Fax** in **MFP authentication**.
3. Make your selections in the **Send to Fax** section.
4. Click **Apply**.



By default the **From:** field is not **Editable** and can be pre-filled with **User e-mail**, **Device name**, **Blank** or **Default From: address**.

A fax sent with pre-filled **User e-mail** of the user John Smith with the e-mail address js@safecom.eu will appear as:

```
From: js@safecom.eu
```

Default From: address: Use if the user does not have an e-mail address. If this is not configured then no_reply@safecom.invalid is used. A fax sent from pre-filled **Device name** MP 2550 will appear as:

```
From: MP 2550 <no_reply@safecom.invalid>
```

where no_reply@safecom.invalid is replaced with the what is specified in **Default From: address**.

Scan format should specify whether scanning is in **TIFF** or **PDF** format.

Default domain is the optional fax domain that is appended if no @ character is found in the text entered in the **To:** field. For example, the software will automatically expand the phone number '12345667' to '12345667@safecom.eu' if the specified default domain is safecom.eu.

Default subject is for optional fax subject text.

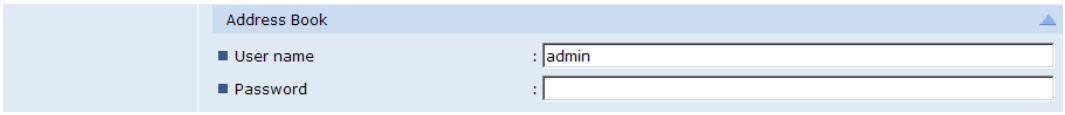
Default body is for optional text for the body of the fax.

Address Book buttons are shown on the device's touch screen in the Send to Fax. Click **Show**. (3.1.5).

2.8.13 Enable Address Book

SafeCom Go Ricoh can use the Ricoh Address Book with **E-mail** (3.1.5) and **Send to Fax** (3.1.6).

1. Open the **Configuration** web page (2.7.3).
2. Scroll to the **Address Book** section at the bottom of the page.
3. Enter **User name** and **Password** of the administrator of the Ricoh MFP.
4. Click **Apply**.

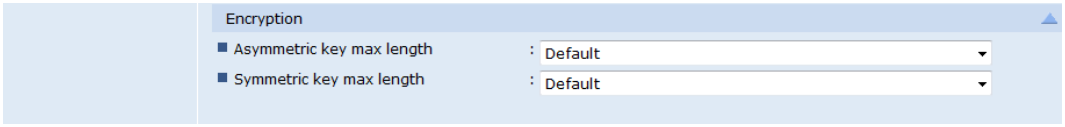


Note: *Refer to the documentation l that came with the Ricoh MFP in order to learn how to build and maintain the Address Book.*

Note: *Address Book support is NOT available on Type B models.*

2.8.14 Control max length of encryption keys[1]

1. Open the **Configuration** web page (2.7.3).
2. Scroll to the **Encryption** section at the bottom of the page.
3. **Asymmetric key max length** can be: **Default**, **512**, **1024** or **2048**.
   Symmetric key max length can be: **Default**, **128** or **256**.
4. Click **Apply**.



Choose **Default** to leave it to the device to decide if it has sufficient processing power and memory to comply with the length of the encryption keys that has been specified on the **Encryption tab** in the **Server properties** dialog of the SafeCom G3 server.

SafeCom control data to and from the device is always encrypted. Pull printed documents are sent encrypted to the device only if **Encryption** is checked in the **Device properties** dialog and if the user has **Encrypt documents** checked on the **Settings** tab in the **User properties** dialog. Otherwise print data is NOT encrypted.

[1] Skip this section if you use the SafeCom G2 server.

2.8.15 Control user access rights

When using SafeCom G3 Server version S82 070.440*03 or newer, you can control users' access rights to specific features via SafeCom Administrator, refer to *SafeCom G3 Administrator's Manual D60603*. You can control access rights to the following features:

- Copy
- E-mail
- Scan
- Fax
- Print all

2.8.16 Enable single sign-on for Nuance DigiDocFlow

1. Open the **Advanced** web page (2.7.10).
2. Enter **Computer IP address** and **Port** (default 21) of the computer hosting the Nuance DigiDocFlow solution.
3. Enter **User name** and **Password** required to access the Nuance DigiDocFlow solution. The **External authentication** section is only used for NSi AutoStore (2.8.16). Leave **Enable** unchecked.
4. Click **Apply**.

2.8.17 Enable single sign-on for NSi AutoStore

- From SafeCom obtain the file scNotifyExtAuth.dll.
- From NSi AutoStore obtain the client[2] package that contains ASEQAT.exe.

Note: *Both SafeCom server and AutoStore MUST be in the same domain[3]. SafeCom service MUST be started by a user with remote access rights on the AutoStore server.*

The steps below need to be repeated on each SafeCom server:

1. Run the ASEQAT.exe as administrator and enter the IP address of the AutoStore Server. After installation you should see a new service called **ASEQAT**.
2. Stop the **SafeCom Service** and copy the scNotifyExtAuth.dll into the SafeCom installation folder.
3. Right-click **SafeCom Service** and click **Properties**.
4. Click **Log on** tab and click **This account**. Enter the name and password of an account that has remote access rights on the AutoStore server.
5. Click **OK**.
6. Restart the **SafeCom Service.**

Note: *The SafeCom Service loads the IP address of the AutoStore server when it is started. This implies that a change of the AutoStore server's IP address should be followed by a restart of the SafeCom Service.*

[2] The client package is generic in nature, but is most likely known as "AutoStore EquiTrac Client".
[3] At this point in time no testing has been performed with trusted domains.

The steps below need to be performed on the Ricoh device:

1. Increase the **Heap Size** on the Ricoh device to about 24 MB (2.3).
2. Open the **Advanced** web page (2.7.10).
3. Check **Enable** under **External authentication**. Leave all other fields at their default.
4. Click **Apply**.

2.8.18 Enable Extended Feature Shortcut

To add a shortcut to the SafeCom main screen that takes users to another application, add the "Extended Feature Shortcut."

Note: *Not available on all Ricoh models.*

1. Open the **Advanced** web page (2.7.10).
2. Check **Enable** under **Extended Feature Shortcut.**
3. Enter the software ID number in **Product ID**.
4. Enter the name you want displayed on the SafeCom Main Screen in **Label**.
5. Click **Apply**.

2.8.19 Restore factory default

1. Open the **Configuration** web page (2.7.3).
2. Click **Restore**.

2.8.20 Determine the version

The version of the SafeCom Go Ricoh software can be determined from the **Information** web page.

1. Open the **Information** web page (2.7.2).

The version can also be seen in the **Device properties** dialog in **SafeCom Administrator**.

2.8.21 Uninstall SafeCom Go Ricoh

1. Make sure the printer is powered on and ready.
2. Start **SafeCom Administrator** and login to the server.
3. Right-click the Ricoh device and click **Update software**.
4. **Browse** to the SafeCom Go Ricoh uninstall file. Example: 090xxx.uin.
5. Click **Send** to send the SafeCom Go Ricoh Software (*.uin) file to the device. If file is not present you need to get the file first (2.8.1).
6. After uninstall the device will restart.

   Note: *If the device gets stuck with the message "Please wait", then restart it again.*

2.9 All printing through SafeCom

Follow the steps below to restrict printing to SafeCom.

1. Open the printer's web page by entering its IP address in a web browser.
2. Click **Login** and supply the user name (admin) and password (blank).
3. Click **Configuration** on the menu.
4. Under **Security** click **Access Control**.
5. Enter the **IP Address** of the SafeCom server as both the start and end point of the Access Control Range.
6. Click **OK**.

You may also need to disable selected network printing protocols, such as the Internet Printing Protocol (IPP).

7. Under **Network** click the protocols you want to disable.

2.10 Install SafeCom Go Ricoh via web page

Before proceeding, check that the device_software folder (2.8.1) contains the Ricoh type specific subfolders, /ricoh_deploy_files_type_?

Type C, F, I, J, L and N:

1. Open a web browser and enter the printer's address.
   Use of JavaScript (Active Scripting) must be enabled.
2. Click **Login** and enter **Login User Name** (admin) and **Login Password** (by default there is no password) and then click **Login**.
3. Click **Configuration** on the left menu.
4. Under **Extended Feature Settings** click **Install**.
5. Select **Local File** and click **Browse…** to locate the Ricoh type specific subfolders, /ricoh_deploy_files_type_? and select the nnnxxx_servlet.zip file. Click **Open**.
6. Click **Display Extended Feature List**.
7. Leave **Install to** as is.
8. In **Auto Start** click **On**.
9. On the **Extended Feature List** click **RicohServlet**.
10. Click **Install**.
11. On the **Confirm** web page click **OK**.

Install SafeCom Go (SafeCom Go Xlet):

12. Select **Local File** and click **Browse…** to locate the Ricoh type specific subfolders, /ricoh_deploy_files_type_? and select the nnnxxx_xlet.zip file. Click **Open**.
13. Click **Display Extended Feature List**.
14. Leave **Install to** as is.
15. In **Auto Start** click **On**.
16. On the **Extended Feature List** click **SafeCom Go**.
17. Click **Install**.
18. On the **Confirm** web page click **OK**.
19. Restart the printer.

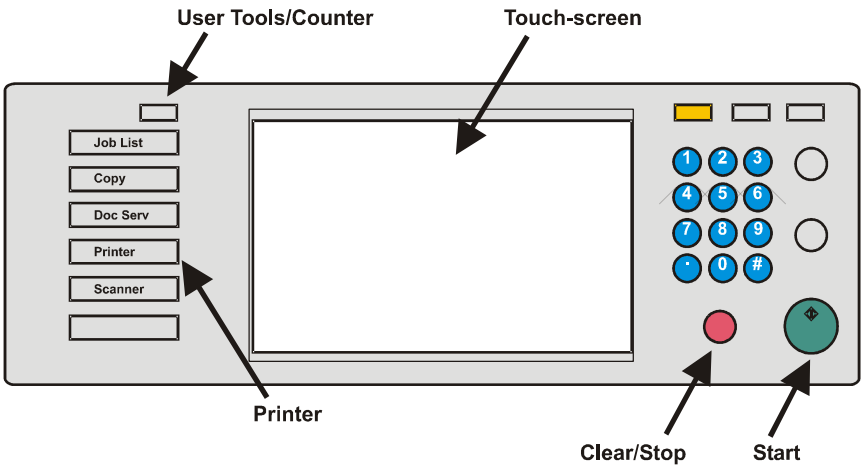
Types H, K and O:

1. Open a web browser and enter the printer's address.
   Use of JavaScript (Active Scripting) must be enabled.
2. Click **Login** and enter **Login User Name** (admin) and **Login Password** (by default there is no password) and then click **Login**.
3. Click **Configuration** on the left menu.
4. Under **Extended Feature Settings** click **Install**.
5. Select **Local File** and click **Browse…** to locate the Ricoh type specific subfolders, /ricoh_deploy_files_type_h and select the 080xxx_servlet.zip file. Click **Open**.
6. Click **Display Extended Feature List**.
7. In **Install to** select **SD Card Slot 1**, where 1 is the slot with the VM Card.
8. In **Auto Start** click **On**.
9. On the **Extended Feature List** click **RicohServlet**.
10. Click **Install**.
11. On the **Confirm** web page click **OK**.
12. Restart the printer.

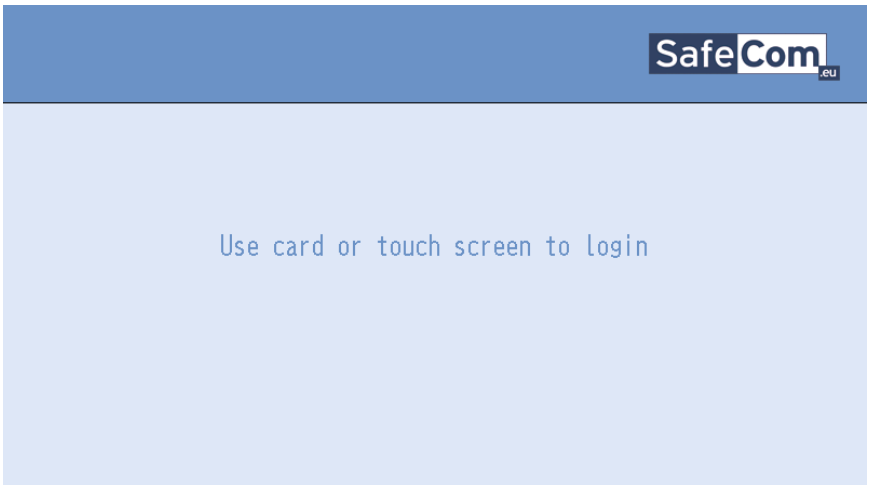
3 Using SafeCom Go Ricoh

3.1 Ricoh Aficio MFPs

3.1.1 Control panel



3.1.2 Login



The recommended login sequences are described in the following.

Login with card:

1. Press the **Other Function** function button on the device. (Type B devices, press the **Printer** function button and tap **JavaTM Platform**.) This will give you the SafeCom login screen **Use card to login**.
2. Use card reader.
3. Tap the **Pull Print** or **E-mail** icon or press the **Copy** function button.

Login with card and PIN code:

1. Press the **Other Function** button on the device. (Type B devices, press the **Printer** function button and tap **JavaTM Platform**.) This will give you the SafeCom login screen **Use card to login**.
2. Use card reader.
3. Enter **PIN code** on the keypad or touch-screen. Tap **OK**.
4. Tap the **Pull Print** or **E-mail** icon or press the **Copy** function button.

Login with user code:

1. Press the **Other Function** button on the device. (Type B devices press **Printer** function button and tap **JavaTM Platform**.) This opens the SafeCom login screen **Touch screen to login**.
2. Tap the screen.
3. Enter **User code** on the touch-screen. Tap **OK**.
4. Tap the **Pull Print** or **E-mail** icon or press the **Copy** function button.

Login with user code and PIN code:

1. Press the **Other Function** button on the device. (Type B devices press **Printer** function button and tap **JavaTM Platform**.) This will give you the SafeCom login screen **Touch screen to login**.
2. Tap the screen.
3. Tap **User code** and enter **User code** on the touch-screen. Tap **OK**.
4. Tap **PIN code** and enter **PIN code** on the keypad or touch-screen. Tap **OK**.
5. Tap the **Pull Print** or **E-mail** icon or press the **Copy** function button.

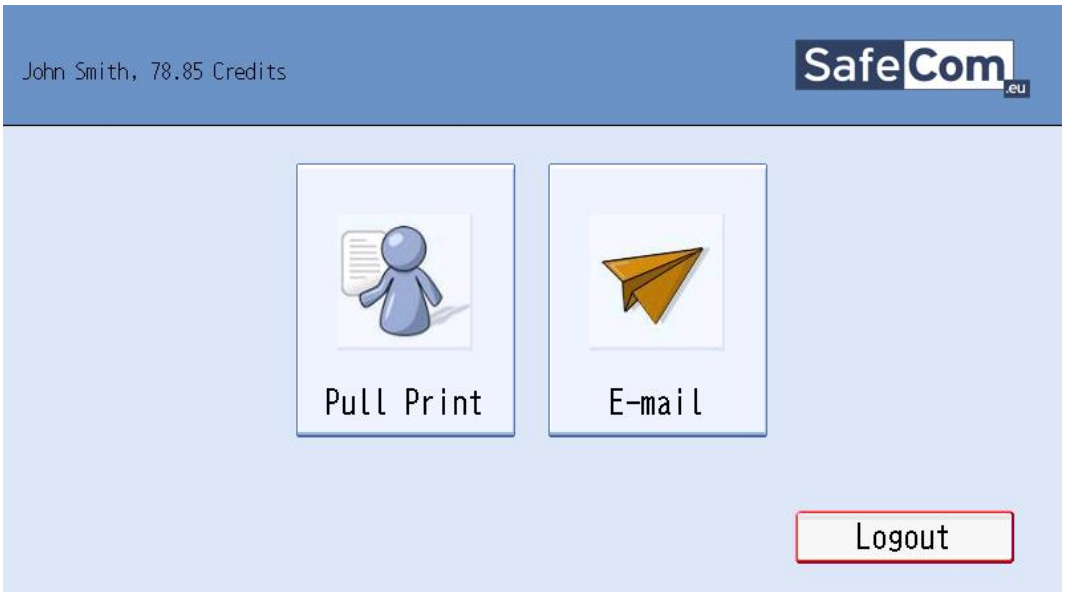
Login with Windows:

If **User identification** (2.8.7) is **Card or Windows** it is possible to login by either using your card or entering your Windows login credentials:

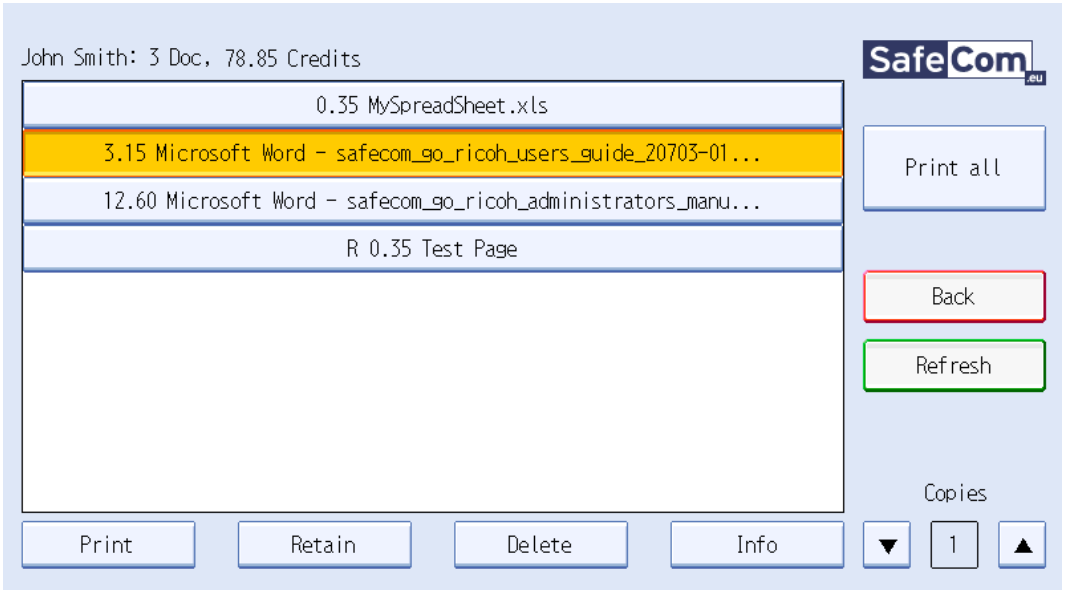
1. Press the **Other Function** button on the device. (Type B devices press **Printer** function button and tap **JavaTM Platform**.) This will give you the SafeCom login screen **Touch screen to login**.
2. Tap the screen.
3. Tap **User name** and enter **User name** on the touch-screen. Tap **OK**.
4. Tap **Password** and enter **Password** on the touch-screen. Tap **OK**.
5. Tap **Domain** and enter **Domain** on the touch-screen. Tap **OK**.
   The solution can be configured to NOT prompt for the domain (2.8.8).
6. Tap **Login**.

Note: *User name and Password cannot be blanks.*

3.1.3 Pull print



Tap **Pull Print** to access the **Document list** that allows you to print individual documents. Documents are listed chronologically with the newest at the top. If **Print all at login** is checked, documents pending collection are printed first.



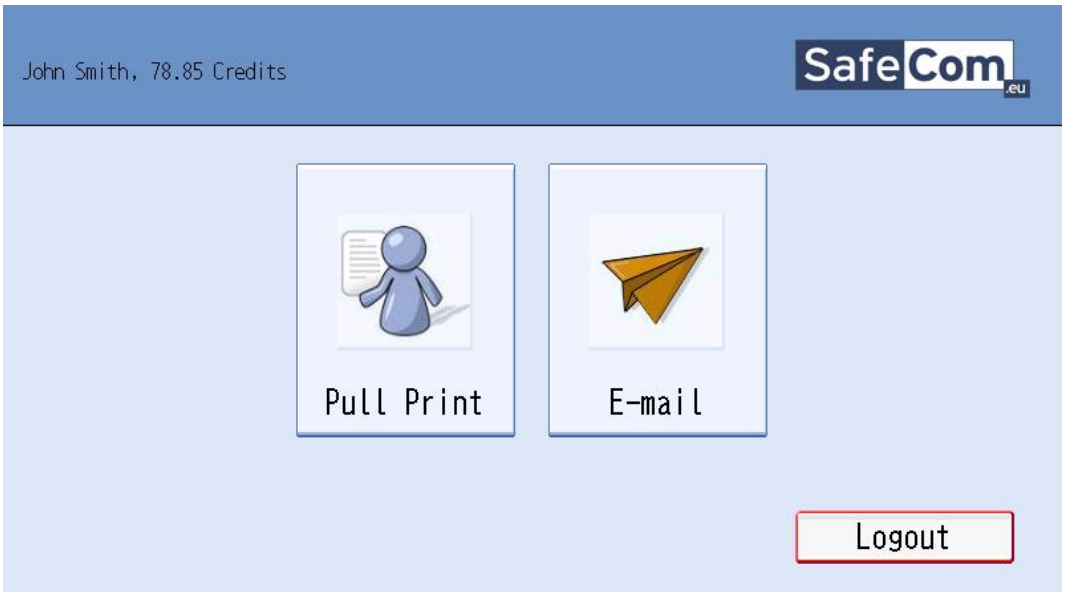
In the document list a document with a preceding **R** shows the document is retained. A delegated document will have a preceding **D**. Tap the Info button to see information about who delegated the document. A group print document will have a preceding **G.** The figure **0.35** is the cost of the document.

- Tap **Print all** to print all documents, excluding any retained documents. Documents are printed in chronological order (oldest first).
- Tap **Print** to print the selected documents.
- Tap **Retain** if you want the selected documents to remain on the list (server) after they have been printed.
- Tap **Delete** to delete the selected documents.
- Tap **Info** for information about the selected documents, including cost, driver name, use of color and duplex.
- Tap **Refresh** to update the list of documents with pending documents that have finished spooling after the user logged in.
- Use the physical keypad or the up and down buttons to enter the number of **Copies** you want of the selected documents. Press the red **Clear/Stop** button to reset copies to 1.

3.1.4 Copy

After login (3.1.2) press the **Copy** function button and then the **Start** button to copy the documents placed in the automatic document feeder (ADF).

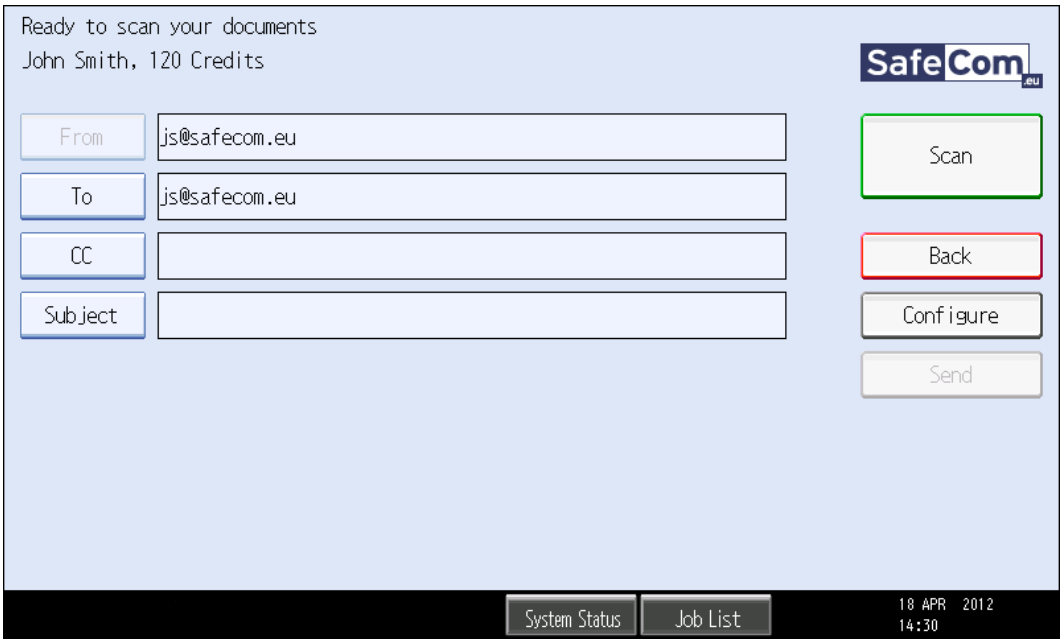
3.1.5 E-mail



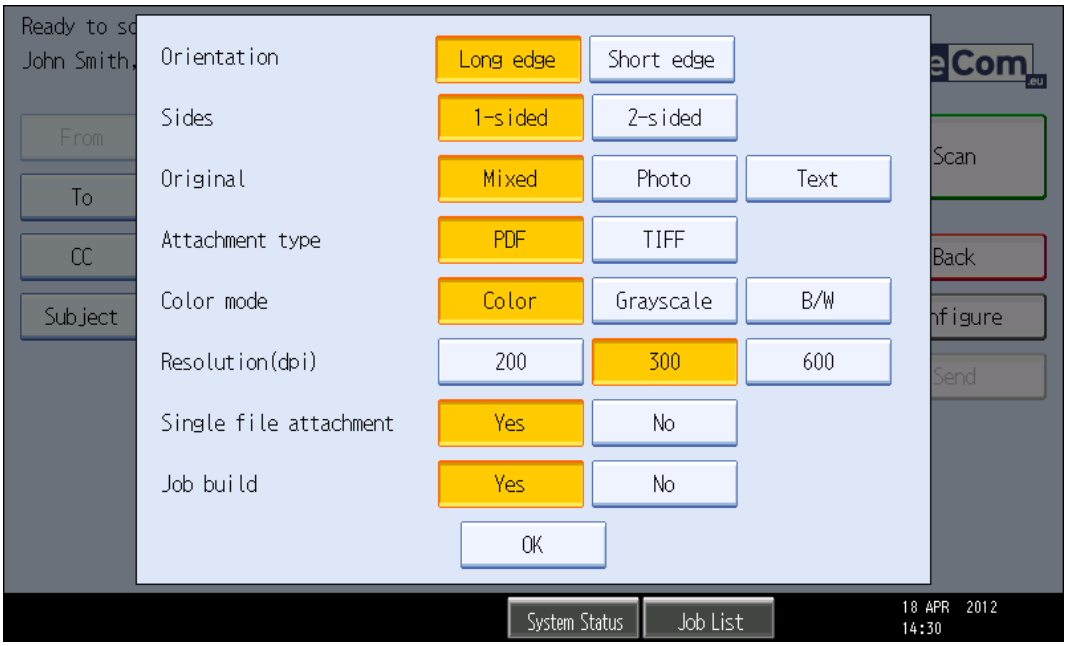
Tap the **E-mail** icon.
The **To:** field can be pre-filled with the **User e-mail**, **Blank** or **Default To: address**.
The **From:** field can be pre-filled with **User e-mail**, **Device name**, **Blank** or **Default From: address**. See 2.8.11.

To enter an email address, tap the field enter the address using the touch-screen, keypad, or **Address Book** button to the right of the field (3.1.7).

Tap **Scan** to scan the document.
Tap **Back** to go back to the main-screen.



Tap **Configure** to choose scan properties. Scanned documents are always in a PDF format.



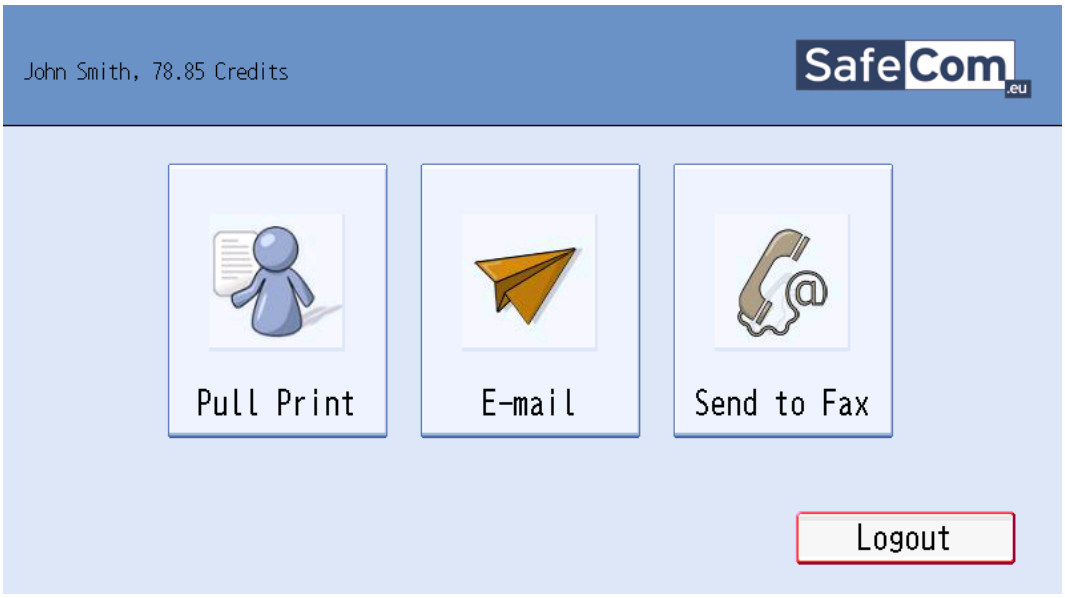
Scan properties include:

- Orientation [Long edge, Short edge]
- Sides [1-sided, 2-sided]
- Original [Mixed, Photo, Text]

- Attachment [PDF | TIFF]
- Color mode [Color, Grayscale, B/W]
- Resolution (dpi) [200, 300, 600]
- Single file attachment [Yes, No]
- Job Build [Yes, No] – allows multiple documents to be scanned to a single file. By default Job Build is turned off.

Tap **OK** to return to sending e-mail.

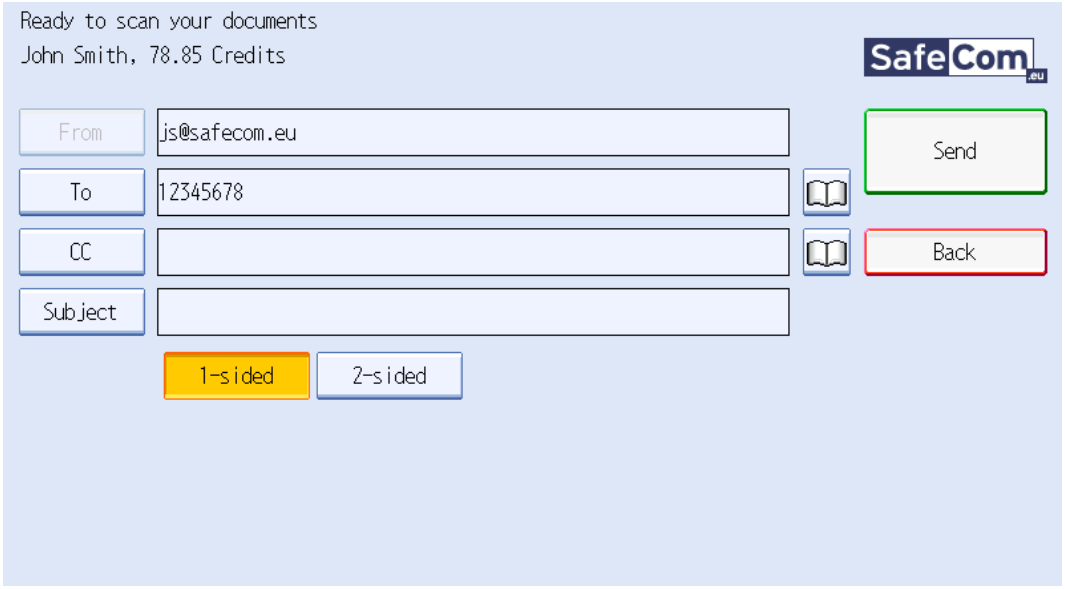
3.1.6 Send to Fax



Tap the **Send to Fax** icon.
In the **To:** and **CC:** field enter the receiver's fax number.
The **From:** field can be pre-filled with **User e-mail**, **Device name**, **Blank** or **Default From: address**. See 2.8.12.

Tap **To**, **CC** and **Subject** and use the touch-screen keypad or the **Address Book** to the right of the field (3.1.7) to enter fax recipient(s) and subject.

Tap **Send** to scan and fax the document.

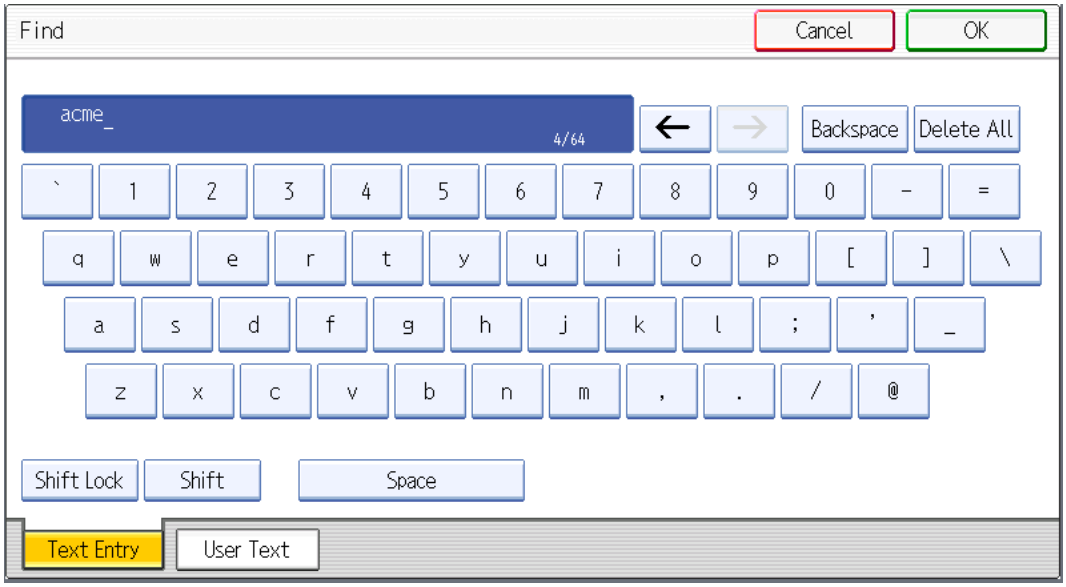


Tap **Back** to return to the main-screen.

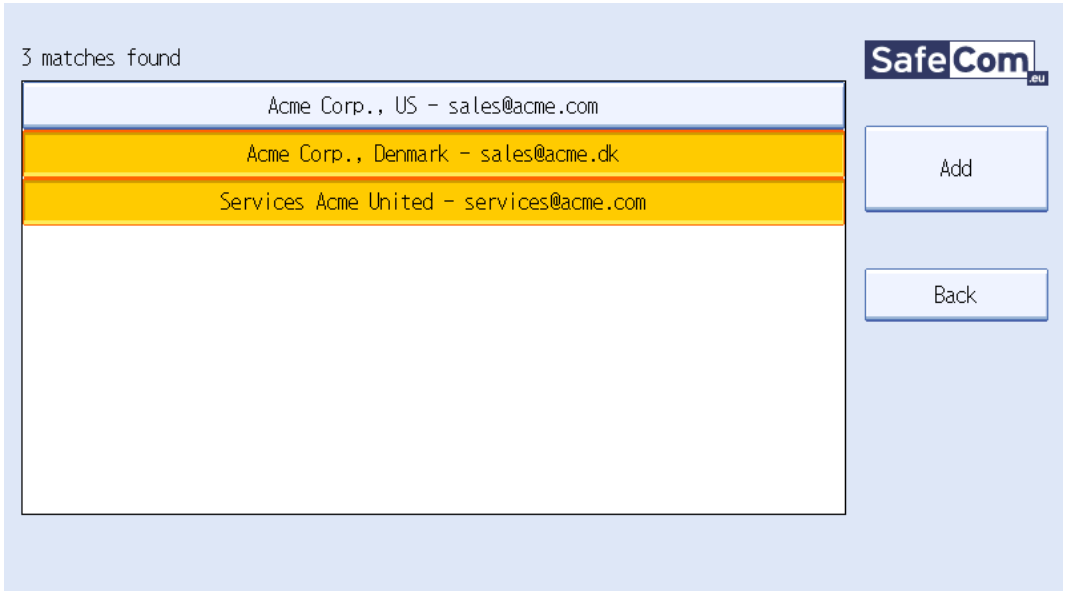
3.1.7 Address Book

Enable the Ricoh MFP's Address Book (2.8.13) and use it for easy selection of **E-mail** (3.1.5) and **Send to Fax** (3.1.6) recipients. Address Book support is NOT available on Type B models.

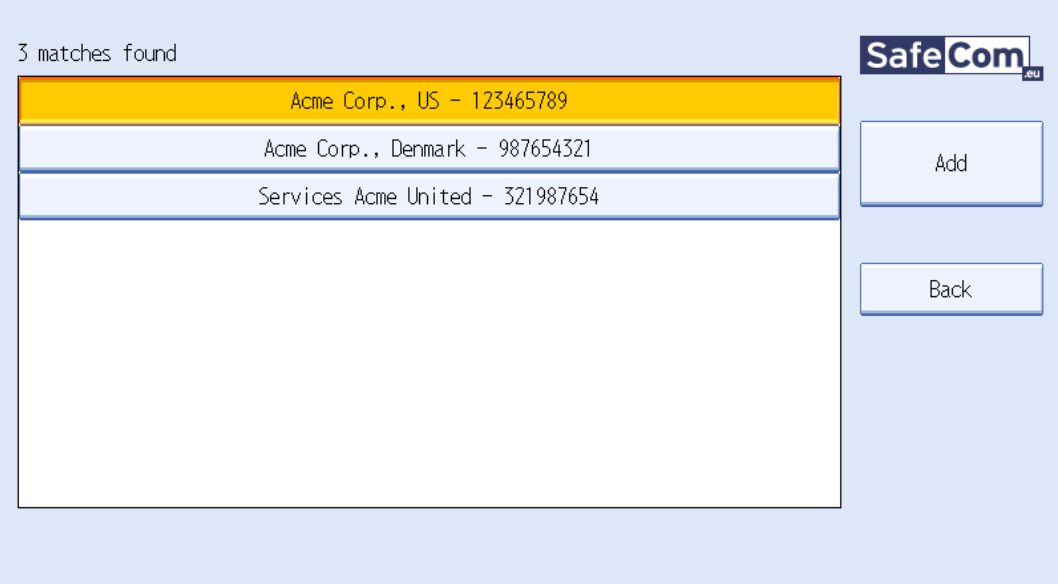
Tap any **Address Book** button in **E-mail** or **Send to Fax.** In **Find** enter the text to perform a case insensitive search for recipients. Tap **OK**.



E-mail recipients look like this:



Send to Fax recipients look like this:



Select the recipients and tap **Add**.

3.1.8 Logout

There is a configurable **Timeout** with a default time of 60 seconds. Users are logged out if the device is idle for this period of time.

To logout actively:

- Tap **Logout** in the List of icons.
- Use card again (if a card reader is connected and you logged in by card).

3.1.9 Register card at device

There are two ways the user can register a card at the device:

- **Register card with Windows logon**
  User must have a network logon and the **User identification** (2.7.3) must include card.

- **Register card with PUK code**
  PUK code must be supplied to the user in advance, typically via e-mail.

3.1.10 Register card with Windows logon

1. Use card reader.

   - If there are any available PUK codes on the system tap **Cancel** in the **Please enter PUK** dialog. The **Login to register card** dialog appears.

   - If there are NO available PUK codes the user gets the **Login to register card** dialog. To abort the registration of the card tap **Cancel** in this dialog.

2. Tap **User name** and enter **User name** on the touch-screen. Tap **OK**.
3. Tap **Password** and enter **Password** on the touch-screen. Tap **OK**.
4. Tap **Domain** and enter **Domain** on the touch-screen. Tap **OK**.
   The solution can be configured to NOT prompt for the domain (2.8.8).
5. Tap **Login**.

Note: *User name and Password cannot be blanks.*

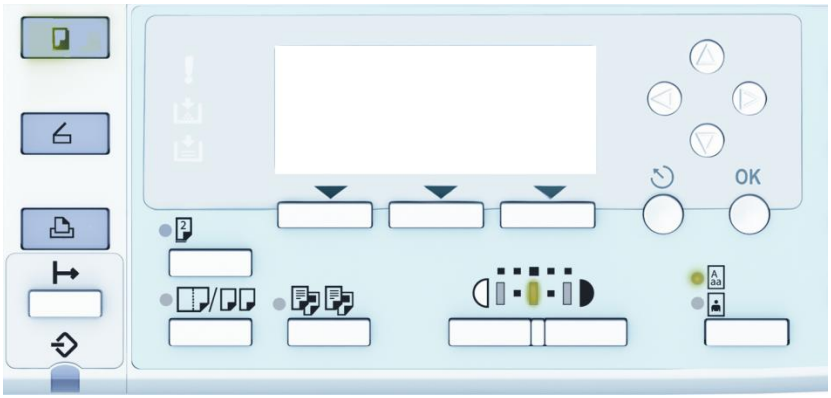
3.1.11 Register card with PUK code

1. Use card reader. If the card is unknown and there is an available PUK code in the SafeCom system the user is asked to enter his PUK code.
2. Enter **PUK code** on the keypad or touch-screen.
3. Tap **PIN code** and enter **PIN code** on the keypad or touch-screen.
4. Tap **PIN again** and enter **PIN again** on the keypad or touch-screen.

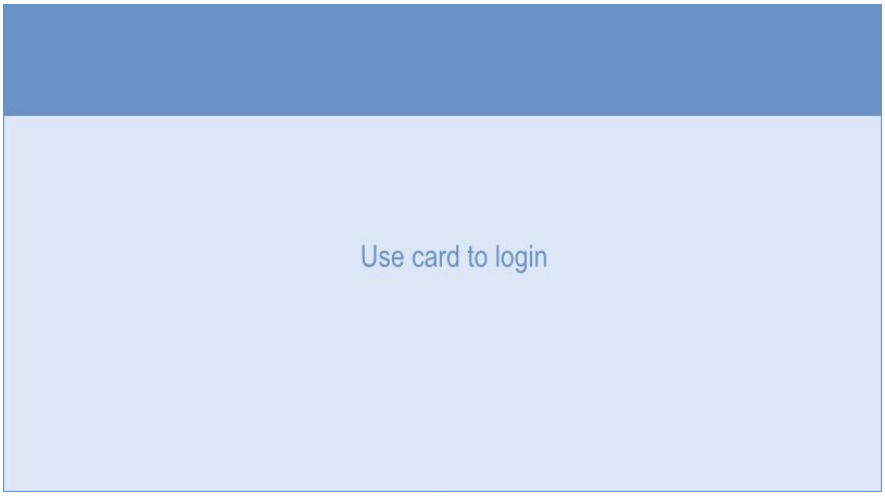
The card is now registered with the user.

3.2 Ricoh Aficio MP 171, SP 201F, SP 201SPF

3.2.1 Control Panel



3.2.2 Login with card



Use card reader

3.2.3 Pull Print

Press the start key to start printing all jobs sent to the device.

3.2.4 Copy

Press the **Copy** function button and then the **Start** button to copy the documents placed in the automatic document feeder (ADF).

3.2.5 Logout

Press the **Logout** selection key.

4 Using SafeCom P:Go Ricoh

4.1 Pull Print

1. Use card reader.
2. If there are documents to be printed the data LED starts flashing and the documents are printed.
3. User is logged out.

Note: *As there is no communication with the device's display the user's name or credits are not displayed.*

5 Troubleshooting

5.1 SafeCom Go Ricoh Device Trace Facility

Use the **Mail to SafeCom Support** button on the SafeCom Go Ricoh **Information** web page (2.7.2) to collect information from the device, such as version and last printer states.

The SafeCom Go Ricoh log facility is also useful in troubleshooting situations, but it should only be enabled upon request from SafeCom support personnel. The log facility is enabled on the SafeCom Go Ricoh Log web page (2.7.7).

5.2 SafeCom Help Desk Assistant

We want your SafeCom solution to be one that reduces not only print costs, but is also easy to support. In the following you will find useful troubleshoot hints. The most common problems reported by end-users have been compiled into an online **SafeCom Help Desk Assistant** available at safecom.eu/help

5.3 SafeCom Administrator: Cannot add Pull Device with no MAC Address

If the **SafeCom Administrator** reports: *Cannot add pull device with no MAC address, then try the following*:

1. Open a web browser and enter the printer's address.
   Use of JavaScript (Active Scripting) must be enabled.
2. Click **Login** and enter **Login User Name** (admin) and **Login Password** (by default there is no password) and then click **Login**.
3. Click **Configuration** on the left menu.
4. Under **Network** click **IPv6**.
5. For **IPv6** click **Disable**.
6. For **Stateless Address Auto Configuration** click **Disable**.
7. Click **OK**.
8. Restart the printer.

If the above still fails then install the software through the web page (2.10).

6 Regulatory information

WARNING NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures

—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications not expressly approved by SafeCom a/s could void the user's authority to operate this equipment according to part 15 of the FCC rules.
This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart B of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case the user will be required to take whatever measures may be required to correct the interference at his own expense.

CE conformance: This product has been developed and produced in accordance with the EMC directive and the Low Voltage directive and therefore carries the CE mark.

EMC directive: This product observes the rules and regulations of the EMC directive. If so required, a declaration of conformity in local language stipulating the applied rules and regulations can be obtained.

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